THIS NUMBER MUST APPEAR
ON ALL DOCUMENTS

Bill To:
Various State Agencies
Located throughout Idaho
Various, ID 83701

Various State Agencies

Statewide Blanket Purchase Order
CHANGE ORDER - 02

Statewide Blanket Purchase Order
SBPO1277 - 02

DELIVER TO: State of Idaho Various Agencies
Various State Agencies
located throughout Idaho
****
Various, ID 83701
bonnie.sletten@adm.idaho.gov

Date: Mon Jul 18, 2011
F.O.B.: Destination
Terms:

VENDOR: COMDATA NETWORK, INC.
COMDATA CORPORATION
5301 Maryland Way
Brentwood, TN 37027
Attn: National Account Manager - Public Sector
Vendor Nbr:
Emailed To: tgustin@comdata.com
Phone: 406-431-5127
Fax: 406-443-2994
eCommerce ID: P00000069361

Start of Service Date Sat Oct 15, 2011

End of Service Date: Sun Oct 14, 2012

Solicitation#: RFP01953
DOC#: PREQ12846
Ref#: STW_FuelCard

3 Header Attachments

Buyer: FRANK PIERCE 208-332-1605

Item No	Description	Quantity UOM	Unit Price	Extension
000	BLANKET PURCHASE AGREEMENT (line item particulars follow)	1 lot		6300000.00
	Total:			6300000.00

Blanket Comments:

FUEL CARD SERVICES
CONTRACT SBPO1277 RENEWAL

This contract renewal and the provisions hereof are hereby made part of that certain State of Idaho contract number SBPO1277, for FUEL CARD SERVICES dated OCTOBER 11, 2007 for ALL ELIGIBLE POLITICAL SUBDIVISIONS OR PUBLIC AGENCIES, between COMDATA NETWORK, INC> as "Contractor" and the State of Idaho as "State." Contractor and State hereby agree as follows:

All of the terms and conditions contained in the Contract shall remain in full force and effect, except as expressly modified herein. The effective date of this renewal is OCTOBER 15, 2011.

This contract is renewed for ONE (1) YEAR commencing OCTOBER 15, 2011 and expiring OCTOBER 14, 2012. The same terms, conditions and prices prevail for the contract renewal period.

The dollar amount listed in the contract renewal pricing is an estimate and cannot be guaranteed. The actual dollar amount of the contract may be more or less depending on the actual orders, requirements, or tasks given to the Contractor by the State or may be dependent upon the specific terms of the Contract.

SIGNED AND DATED ACCEPTANCE LETTER FROM COMDATA NETWORK, INC> ON FILE AT THE DIVISION OF PURCHASING

Item No	Description	Quantity UOM	Unit Price	Extension
001	MANAGEMENT SERVICES Fuel Management Services (958-50) (nt)	1 SYS	$6,300,000.00	$6,300,000.00

General Comments:

.....NOTICE OF STATEWIDE CONTRACT (SBPO) AWARD

Contract for Fuel Card Services for the benefit of State of Idaho Agencies, institutions, and departments and eligible political subdivisions or public agencies as defined by Idaho Code, Section 67-2327. The Division of Purchasing or the requisitioning agency will issue individual releases (delivery or purchase orders) against this Contract on an as needed basis for a period of three (3) years, with three (3) one year renewal periods.

This contract is issued with the understanding a mutually agreed upon project plan must be finalized within thirty (30) calendar days of issuance per RFP sections 2.2.1 and 3.1.6. Failure to arrive at a mutually agreed upon project plan within this time frame may result in contract cancellation.

Contract Title:…….Fuel Card Services
Contract Usage Type:……..Open
Public Agency Clause: ……Yes
Contract Administration:…. Frank Pierce
---Phone Number:……208-332-1605
---E-Mail:…….frank.pierce@adm.idaho.gov

Contractor's Primary Contact
---Attn:…….Brian Truman/Tom Gustin
---Address:……...5301 Maryland Way
---City, State, Zip:……Brentwood TN 37027
Phone Number:……615-370-7663
Toll Free Number:……800-741-3939
Fax Number:……615-376-6960
E-Mail:…….btruman@comdata.com

CONTRACTOR: Ship to the FOB DESTINATION point and BILL DIRECTLY to the ORDERING AGENCY. DO NOT MAIL INVOICES TO THE DIVISION OF PURCHASING. Notating the Contract Award Number on any invoices/statement will facilitate the efficient processing of payment.

QUANTITIES: The State of Idaho, Division of Purchasing can only give approximations of quantities and will not be held responsible for figures given in this document.

Order Placement Address:
Same as above

Payment Address:
Same as above

THIS CONTRACT, (including any files attached), CONSTITUTES THE STATE OF IDAHO'S ACCEPTANCE OF YOUR SIGNED BID, QUOTATION, OR OFFER (including any electronic bid submission), WHICH SUBMISSION IS INCORPORATED HEREIN BY REFERENCE AS THOUGH SET FORTH IN FULL.

In the event of any inconsistency, unless otherwise provided herein, such inconsistency shall be resolved by giving precedence in the following order:

1. This Statewide Blanket Purchase Order document.
2. The state of Idaho's original solicitation document.
3. The Contractor's signed bid, quotation, or offer.

INVOICES MUST BE SENT TO THE IDAHO ORDERING AGENCY.

Instructions: **Freight / Handling Included in Price**	
	Signed By: FRANK L. PIERCE

2.2 **Business Proposal (M)**

In order to be deemed responsive to this RFP, the proposals must be divided into the following sections:

2.2.1 **Private Site Implementation (M)**. This section shall include a detailed yet concise strategy detailing how the private site implementation will be carried out. Included in this plan should be the proposed interaction with ITD personnel, examples of the services to be provided, data archiving and standard and ad hoc reporting methods and capabilities. Also, include methods describing quality improvement programs proposed to enhance your service in the future. Proprietary information requests should be identified in this section.

Comdata/TransMontaigne Response

Comdata will work with the local Petroleum Equipment Installation company and ITD for private site implementation which, from our experience and our understanding, takes about 15 to 30 minutes per location, or we can train the ITD communication technicians for each region on the process. The interface and upgrade to all site can be completed within the time specified in the RFP.

Comdata can easily interface to the State's existing PetroVend System2 and National Business Control Ststem card readers. Comdata has relationships with both PetroVend and NBCS and in fact both companies produce card readers for Comdata. The State owned-sites operate much like an unattended card lock solution Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like State-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's ITD card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

See Implementation plan at the end of section 3.1.

4 Integration Of State Owned Facilities (M)

The primary vendor will provide a means to incorporate the State of Idaho privately owned fueling facilities into a single card, single source solution with consolidated authorization and reporting and separate billing capabilities. The State will have the option to use this card as a proprietary or retail/proprietary card. This allows drivers to use both retail and private facilities or private facility only with no discernible difference in the way the card is used. It also allows the State to view the total picture of their fuel usage and other vehicle expenses regardless of the product source. Reply with detail including the following:

4.1 Firmware/Network

4.1.1 Do you currently have fully developed so ftware/firmware (bet a testing is not acceptable) for PetroVend System 2 and Nati onal Busin ess Control Sys tem (NBCS) cardreader equipment capable of interfacing with the card's authorization network?

Comdata/TransMontaigne Response

Comdata can easily interface to the State's existing PetroVend System2 and National Business Control Ststem card readers. Comdata has relationships with both PetroVend and NBCS. The State owned-sites operate much like an unattended card lock solution Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like State-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's ITD card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

Dialing in directly to Comdata for authorization will allow ITD to specify a month-end closing date, precluding the need for multiple tank stick-readings each month and having to journal and reconcile transactions that do not post until the following month. Should ITD decide to open their sites to other tax-exempt agencies, Comdata will re-bill those other entities on behalf of ITD, for no additional fee.

4.1.2 Is data transfer of firmware "store and forward" technology?

Comdata/TransMontaigne Response

The firm ware that will be in stalled in the existing ITD equipment is "store and forward" technology.

4.1.3 Describe the firmware data recovery process in the event of car d reader or telephone line downtime.

Comdata/TransMontaigne Response

Comdata firmware stores information from tr ansactions that take place in an event the phone lines goes do wn and then once th e lines are connected again w ill se nd those transactions to Comdata.

4.1.4 Is posted data available on-line in real time?

Comdata/TransMontaigne Response

Comdata transactions are posted on-line and can be viewed on Comdata's real-time authorization product allowing the State to view the transactions.

4.1.5 Can firmware limit transaction authorization to State of Idaho cards only?

Comdata/TransMontaigne Response

Comdata can set restrictions on the cards and in the firmware to limit authorization to State of Idaho cards only. If any other Comdata fleet card tries to use the site it will be declined.

4.1.6 List alternative fuel product codes supported by authorization network.

Comdata/TransMontaigne Response

Please see the attached product code listing at the end of section 4.1.

4.2 Data/Billing

4.2.1 Explain how transactions from State owned fueling sites would be processed and billed.

Comdata/TransMontaigne Response

Bulk Sites

Comdata can easily interface to the State's existing card readers. The State-owned site operates much like an unattended card lock solution. Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like agency-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

Dialing in directly to Comdata for authorization will allow the State to specify a month-end closing date, precluding the need for multiple tank stick-readings each month and having to journal and reconcile transactions that do not post until the following month. Should ITD decide to open their sites to other tax-exempt

agencies, Comdata will re-bill those other entities on behalf of the State, for no additional fee.

4.2.2 Can you bill other agencies directly for fuel purchased at an ITD owned site? Any costs associated with direct billing must be included in pricing on Appendix B.

Comdata/TransMontaigne Response

Comdata will re-bill other entities that purchase fuel at ITD owned sites on behalf of the State, for no additional fee.

4.2.3 What is the process to credit ITD for the dollar amount of the fuel purchased by another agency at an ITD site? What is the turn around time for these credits?

Comdata/TransMontaigne Response

Comdata will invoice the other agencies for fuel purchased at the ITD sites each month and receive payment from them. Comdata will credit ITD on a monthly bases for the fuel purchased from their own locations.

4.2.4 Is data available in ASCII flat file format for download from a secure FTP site?

Comdata/TransMontaigne Response

Data is available in ASCII flat file format on a secure FTP site. During implementation, Comdata will work with the State to provide the data feed so that it can be imported directly into the State's fleet management software application or enterprise system of choice.

4.2.4.1 Is data available for import weekly by the State? We wish to import data on Monday for all transactions having a transaction date/time between 12:01 AM Monday and Midnight Sunday of the prior week.

Comdata/TransMontaigne Response

Comdata can provide a data file weekly for all transactions posted between the date and time posted above.

4.2.4.2 What is the time required, following midnight Sunday, to post a weekly file for import?

Comdata/TransMontaigne Response

Comdata can post the weekly file within 48 hours.

4.2.4.3 Describe your ability to preserve data integrity including the process to identify and correct duplicate transactions and/ or price per gallon data errors for electronic transaction data.

Comdata/TransMontaigne Response

Comdata has a two hour window whereby we check for duplicate transactions and if one occurs we eliminate the duplicate transaction.

4.2.4.4 Describe your ability to notify the State if file format changes, including lead time.

Comdata/TransMontaigne Response

Comdata will provide the State with the necessary lead time if a file format is to change, thereby giving the State time to make any changes that would be required.

4.2.4.5 Describe your ability to maintain price per gallon information within your system.

Comdata/TransMontaigne Response

Comdata offers the State the option of changing the price at each location themselves or Comdata can change the price from our corporate office.

4.2.4.6 Provide a sample of data format.

Comdata/TransMontaigne Response

Please see the attached sample data format.

4.3 Implementation Plan

4.3.1 Describe how your company will implement the private site services requested within section 4. Provide a detailed implementation plan including timeframes. Also list proposed workforce skill levels and qualifications.

Comdata/TransMontaigne Response

Comdata will work with the local PEI Company and ITD for implementation which, by our understanding, takes about 15 to 30 minutes per location, or we can train the ITD communication technicians for each region on the process.

2.2.2 **Organization, Experience, and Expertise. (ME)** This section shall include an organizational chart indicating the names of all persons to be assigned to the contract, their areas of expertise and the percent of time they will be assigned to the contract. The proposer shall address the following:

Comdata/TransMontaigne Response

Those involved with the State of Idaho account will be the following. Here is also a bio on each one of them.

Tom Gustin

Along with Brian Truman, Tom Gustin will be the National Account Manager assigned to the State of Idaho. Based in Helena, Montana, Tom has over 28 years of government experience with the Department of Administration, including 12+ years of managing the State of Montana Vehicle Fueling Program and 7 years managing the State of Montana Purchasing Card Program. Tom conducted Purchasing and RFP training classes on behalf of the State Procurement Bureau and single-handedly marketed the State's fueling program to political subdivisions of the State of Montana, adding 340 tax exempt fleet accounts to Montana's fueling program.

Brian Truman

Brian Truman will assist Tom Gustin as the National Account Manager assigned to the State of Idaho. Brian has over 16 years of experience in the fleet card business with 15 years strictly dedicated to government accounts. He has vast experience with all facets of the government process from implementation to account management. Brian has been active in several of the organizations involved with governments and is a regular attendee at the National Association of State Procurement Officials (NASPO) conference and the National Conference of State Fleet Administrators (NCSFA) conference, where he has been a board member and has been a frequent presenter. In fact, the NCSFA looks to Brian for being the expert in the field of government accounts with regards to the fleet card industry. Brian is very familiar with the State of Idaho account having been the Government Account Manager for both Gascard and Wright Express before moving to Comdata.

Rebecca Appleton

Rebecca Appleton is the Vice President over the Implementation Project Management team and has over 10 years of Project Management Experience, over 6 years with Comdata. Rebecca has extensive knowledge of all MasterCard platforms, particularly MasterCard fleet and its relationship with government implementations. She is experienced with large fleet implementations and has implemented multiple fleets in excess of 20,000 vehicles. She implemented the Indiana Department of Transportation for Comdata. Rebecca will be the Project Manager for the State of Idaho and will be responsible for a successful implementation effort and will oversee the entire project and serve as liaison between the Comdata/customer relations, sales and technical teams, and Idaho.

Ricky Johnston

Ricky Johnston is the Comdata public sector Account Coordinator and will be responsible for customer service on a daily basis once the account has been implemented. Ricky will also be involved in the implementation from the beginning so he will be associated with all the process for the State of Idaho account. Ricky Johnston began his career at Comdata in October 1980 and has held a variety of roles, all revolving around supporting customers. Ricky has extensive knowledge of Comdata MasterCard products, particularly MasterCard Fleet. Ricky has experience implementing large fleet accounts and was the core support representative for Coca-Cola Enterprises and Pepsi and Frito Lay all large fleets with vehicles numbering greater than 20,000. Ricky is located in our corporate office in Brentwood, TN.

Randy Morgan

Randy Morgan, Senior VP & GM, Business Serv ices Division, Comdata Corporation. Randy h as w orked for Comdata since 1981 a nd h as held n umerous positions. He started out as a National Account Manage r in 1981 and is now the Senior Vice President over the Comdata MasterCard product. He h as been responsible for the tremendous growth of the Comdata card. He has been instrumental in bringing over many large account s from our competitors such as Federal Express, United Par cel Service, Coca Cola and Pepsi along w ith many oth ers. He has been involved in all aspects o f the sales and im plementation pr ocess. He has over 24 years of experience.

Rick Eaton

Rick Eato n, Executive Vice Pr esident, TransM ontaigne Prod uct Services Inc. (TPSI) Rick has gained 18 years of experien ce in commodit y markets, focusing on petroleum products over the past 8 y ears. He has developed solutions in supply , distribution and trading throughout his career . Rick's strong know ledge of the fuel supply ch ain makes him an ideal leader for TransMontaigne's Fuel Suppl y Chain Services product offering and an excellent resource for TPSI's clients.

Please see the following organizational chart at the end of 2.2.

> **Expertise.** The proposal should e mphasize expertise with this type of program. Any partnerships or subc ontractors should be described. Additional inf ormation to be included s hould be a list of retail sites within the State of Idaho and surrounding states and provinces.

Comdata/TransMontaigne Response

Comdata Corporate Overview

Comdata has over 37 years of experience in transaction processing and the fleet fueling industry.

Founded in 1969, Comdata has been a premier service provider in the transportation industry for over three decades. Comdata serves more than three million cardholders, transfers more than $12 billion in funds annually for more than 21,000 fleet customers who employ more than one million professional drivers. Comdata's fueling network is the largest in North America.

Comdata is proud to be the card of choice of four of the top 5 Commercial fleets in the United States, United Parcel Service, Fed Ex, Pepsi/Frito Lay, Coca Cola, ServiceMaster, and 9 of the top 10 over the road trucking companies such as, Swift, Schneider, J.B. Hunt and others. Comdata has several state fleets like, Florida Texas, Maine, Indiana DOT and others as customers.

Comdata's philosophy involves listening to our customers' needs to enhance the core business, while also moving beyond the transportation industry with our core competency: enabling businesses to cut costs and improve efficiency in payment services and data transactions through "trust-enabled" protocols that ensure authorization and authentication according to each individual business' rules. Comdata is divided into multiple divisions that come together as a cohesive unit to service our current and potential customer base. Comdata has various business units that make us diverse in all areas of card processing. Business units include Transportation Services, Fleet Services, Business Services, Merchant Services, Regulatory Compliance, Payment Services, Payroll Distribution and SVS (Stored Value Systems).

The Business Services Division represents the Comdata MasterCard Fleet Card product, which is the primary offering for the State of Idaho. The Comdata MasterCard brings many of the conveniences of the Comdata solution to the government fleet environment. Cardholders enjoy the universal acceptance of the MasterCard product along with the additional security and data capture features. The card may also be used in Comdata's proprietary truck stop network. Additionally, Comdata has expanded the Business Services card to include mobile fueling, bulk fueling, onsite and propane, aviation-related fueling and services and other forms of energy purchasing.

Comdata's primary business objective is to be the single-source transaction processing and reporting tool for all energy-related and fleet maintenance purchases for our customers. Comdata excels in building synergies between our company and other vendors to achieve successful partnerships for the benefit of each other and our mutual customers. Today, Comdata processes fueling transactions for all grades of diesel, unleaded, propane, aviation and other fuels through a multitude of purchase methods including our proprietary network of travel plazas, mobile fueling providers, bulk fuel providers, automated card locks and MasterCard locations through a single piece of plastic. In addition, all fleet and/or maintenance procurement activity regardless of grade or purchase method can be provided back to the client in one invoice.

TransMontaigne (TMG) is the dominant, independent provider of 'Supply Chain Management for Fuel'(c) in North America and was established in 1981. TransMontaigne owns and operates significant pipeline terminals and physical assets, including one of the largest and most technologically advanced petroleum product pipeline and terminal systems in North America. TransMontaigne employees provide support for each customer's relationship, backed by strong assets and experienced management.

Comdata/TransMontaigne Partnership

Comdata and TransMontaigne partner together. The services TransMontaigne provides is to handle the tax exemption process which is vitally important as we do not push the responsibility for tax exemption back on to the merchant, therefore having greater acceptance and a happier supplier network. TransMontagine is also responsible for invoicing and reporting; Comdata handles all other services. We do not outsource any other fueling service to another company.

Fuel Site Coverage

The Comdata MasterCard offers and allows drivers to purchase fuel at over 177,000 fuel locations nationwide. The Comdata card is accepted in all 50 states along with Canada and Mexico. In addition to acceptance at MasterCard locations, our fuel card is also accepted at approximately 8,000 - 10,000 truck stops and travel centers across the United States and Canada.

The attached listing, at the end of section 3.2, shows approximately 1,033 fuel locations including marina and aviation within the state of Idaho that accept the Comdata card. The Comdata card can be used to purchase any type of Unleaded gasoline, Diesel fuel and any alternative fuels including E-85, Bio Diesel, CNG, and Propane etc. Since Comdata has universal acceptance we have numerous Fueling and Maintenance locations in each county and city in Idaho, many that are available 24/7. Comdata has provided a separate list for fuel and maintenance acceptance locations. ***Note: Comdata has scrubbed the site listings in attempt to eliminate duplicates, please consider applying this standard to all offerors' proposals for an accurate evaluation of site coverage.***

The Comdata card has universal acceptance and is accepted at any location that accepts MasterCard. At this time we are not aware of any fueling brands, suppliers or networks in Idaho that do not accept the Comdata card. Again, Comdata has numerous Fueling and Maintenance locations in each of the counties and cities in Idaho.

The State of Idaho will have the ability to purchase gas and diesel products at a much wider variety of merchant locations than under other card platforms, especially at independent stations that either do not accept the competitors' cards or participate in other competitors' tax program for exemption on gasoline and diesel fuel.

Also, the State may consider that, in extreme rural areas, the likelihood of an independent station accepting a Comdata MasterCard is much higher than accepting a competitor's proprietary card.

Less Interchange Rate - **We offer a greater economic benefit to the State through an interchange rate that is nearly half of that of the competitors. This is better for merchant relations for the State and allows for the State's volume to leverage strategic supplier discounts. Comdata MasterCard rate is between 1.8 and 2 percent.**

With the Comdata MasterCard, Comdata can provide the State with acceptance at Level III sites only, if the State so chooses. All accepting locations either provide or have the ability to provide Level III reporting. Comdata can set parameters for the State so that transactions at any other site level will be declined. As an industry standard there is no other fleet card vendor that can provide the State with a 100 percent Level III network. Also, the State may consider that, in extreme rural areas, the likelihood of an independent station accepting a Comdata MasterCard is much higher than accepting a competitor's proprietary card.

Canadian Coverage
The Comdata card is accepted at 23,593 locations in Canada thereby eliminating the need for a separate card or dual card program.

Aviation and Marina
The card is also accepted at 15 aviation, and 32 marina locations in Idaho. With the Comdata card accepted at the Aviation Fixed Base Operations in Idaho, the State would not need a separate card for aviation fueling.

Listed are some of the brands that accept the card in Idaho.

Exxon/Mobil	**Stinkers**
Shell Oil	**Maverik**
Texaco	**7-Eleven**
Chevron	**Albertsons**
Tesoro	**Mirastar**
Texaco	**Sinclair**
Numerous Independents	

Acceptance for the surrounding states is as follows:

Montana	**Fuel**	**1,383**	**Maintenance**	**1,730**
Oregon	**Fuel**	**3,548**	**Maintenance**	**4,904**
Nevada	**Fuel**	**1,839**	**Maintenance**	**2,374**
Utah	**Fuel**	**2,240**	**Maintenance**	**3,114**
Washington	**Fuel**	**6,000**	**Maintenance**	**7,420**
Wyoming	**Fuel**	**896**	**Maintenance**	**957**

The Comdata card has universal acceptance and is accepted at any location that accepts MasterCard.

Experience. Provide descriptions and evalua tions of past projects relating to the current proposed project. T he vendor determ ined to have the most relevant experience on this type of pr oject shall receive the highest score. A detailed description of th e references from similar work shall be included in this section. In addition, the propos er shall follow the instructions in Appendix A to obtain three (3) references from previous projects of sim ilar scope.

Comdata/TransMontaigne Response

1 REFERENCES & PRIOR EXPERIENCE

1. Prior Services Performed for:

Company Name: Indiana Department of Transportation
Address: 100 North Senate Ave., Indianapolis, IN 46204
Contact Name: Jack Hohman
Telephone Number: 317-232-8044
Email address: jhohman@indot.state.in.us

Description of Prior Services (including dates):

Since 2002 the Comdata Team has supplie d the MasterCard Fleet Cards to the Indiana Department of Transportation. This card is being used for Fuel and Maintenance purchases. Indiana Depart ment of Transportation has b een receiving tax exemption on all fuel pur chases including diesel. As the result IN DOT receives transactions net of the 24.4 cents feder al tax for diesel and the 18.4 f or gasoline. Which has resulted in annual estimated saving to exceed $500,000 a year in taxes.

2. Prior Services Performed for:

Company Name: State of Florida
Address: 4050 Esplanade Way Suite 370 Tallahassee, FL 32399-0950
Contact Name: David Bennett
Telephone Number: 850-921-4072
Email address: David.Bennett@dms.myflorida.com

Description of Prior Services (including dates):

Since 2005 the Com data Team has supplied the MasterCard program at the State of Florida. Services provided include Retail fueling, On-site fueling, and Emerg ency Management fueling (during Hurricanes and other natural disasters).

3. Prior Services Performed for:

Company Name: Federal Express
Address: 2007 Corporate 4th Floor Memphis, TN 38132
Contact Name: Cheryl Yates
Telephone Number: 901-395-7091
Email address: cyates@fedex.com

Description of Prior Services (including dates):

Since 2002, the Comdata Team has supplied the MasterCard Fleet card at Federal Express. Services being supplied are Retail Fueling, Onsite fueling, Mobile fueling, Aviation fueling and Maintenance.

Comdata has been in the transactional/data capture industry for over 35 years. *This experience has lead to one of Comdata's most recent award. Comdata was awarded "Global Strategic Supplier Symposium Excellence Award" by Federal Express*. Comdata MasterCard issued over 50,000 cards to Federal Express employees and automated their fleet and purchase process of over 350,000 monthly transactions. Federal Express is a great example of the collaboration of Comdata and TransMontaigne in providing Fuel Supply Chain Services. This includes retail fueling along with bulk, mobile and aviation.

Other Customer References

Comdata is proud to be the card of choice of four of the top 5 fleets in the United States, United Parcel Service, Fed Ex, Pepsi/Frito Lay, Coca Cola, ServiceMaster, and some of the country's largest State fleet programs, Texas, Florida, Maine.

Comdata has followed the instructions in Appendix A and obtained 3 references from previous projects of similar scope. Those 3 references have filled out the surveys and faxed them to the State of Idaho. The State is in possession of the surveys.

2.2.3 **Work Plan (ME).** This section shall include a detailed yet concise strategy explaining how the Scope of Work will be carried out. Included in this plan should be the proposed interaction with State of Idaho personnel, examples of the services to be provided, data archiving, reporting capabilities. Also, include methods describing quality improvement programs proposed to enhance program service in the future.

Comdata/TransMontaigne Response

The detailed strategy of the Scope of Work and how it will be carried out including all the items listed above are contained in the entire questions and answers in section 3 titled proposal content of this response. Below is a high level overview of the Comdata offering.

The Comdata Team believes this proposal outlines a compelling and high-value offer to the State of Idaho. This combination gives the State the opportunity to capture the vast majority of gasoline and diesel tax. In addition, the State will have universal acceptance and the ability to receive discounts.

Comdata Corporate Overview

Comdata is redefining the movement of money and information through technology for businesses, their customers and employees. Comdata has over 37 years of experience in transaction processing and the fueling industry.

Founded in 1969, Comdata has been a premier service provider in the transportation industry for over three decades. Comdata is a subsidiary of Ceridian Corporation (CEN on NYSE) and is headquartered in Brentwood, TN. Comdata serves more than three million cardholders, transfers more than $12 billion in funds annually for more than 21,000 fleet customers who employ more than three million professional drivers. Comdata's fueling network is the largest in North America.

Comdata's philosophy involves listening to our customers' needs to enhance the core business, while also moving beyond the transportation industry with our core competency: enabling businesses to cut costs and improve efficiency in payment services and data transactions through "trust-enabled" protocols that ensure authorization and authentication according to each individual business' rules. Comdata is divided into multiple divisions that come together as a cohesive unit to service our current and potential customer base. Comdata has various business units that make us diverse in all areas of card processing. Business units include Transportation Services, Fleet Services, Business Services, Merchant Services, Regulatory Compliance, Payment Services, Payroll Distribution and SVS (Stored Value Systems).

The Business Services Division represents the Comdata MasterCard Fleet Card product, which is the primary product offering to the State of Idaho. The Comdata MasterCard brings many of the conveniences of the Comdata solution to the

government fleet environment. Cardhol ders enjo y the universal accep tance of the MasterCard product with the additional security and data capture features. The card may also be used in Comdata's proprieta ry truck stop netw ork. Additionall y, Comdata has expanded t he Bu siness Services card to include travel an d entertainment, procurement and management of mobile fueling, bulk fueling, onsite and propane, aviation-related fueling a nd servi ces an d other forms of en ergy purchasing.

Comdata's primar y business objective is to be the single-source transacti on processing and reporting tool for all en ergy-related and fleet maintenance purchases for our customers. Comdata excels in building synergies betw een our company and other third-party vendors to achieve successful partnerships for th e benefit of each other and our mutual cust omers. Today, Comdata processes fu eling transactions for all grades of diesel, u nleaded, propane, aviation and other f uels through a multitude of purchase methods including our proprietary n etwork of travel plazas, mobile fueling providers, bulk fuel providers, automated card loc ks and Mast erCard lo cations through a single piece of plastic. In addition, all fleet and/or maintenance procurement activity regardless of grad e or purchase meth od can be provided back to the client in one invoice.

TransMontaigne is the dominant, inde pendent provider of 'Suppl y Chain Management for Fuel'© in North Am erica. TransMontaigne ow ns and oper ates significant ph ysical assets n ationwide, in cluding one of the largest and mo st technologically advanced petroleum product pipeline and terminal systems in North America. TransMontaigne pe rsonel supp ort each customer relationship backed by strong assets and experienced management.

<u>Combined Strengths</u>

The Comdata Team has combined strengths to form a collaborative relationship that will provide suppl y chain management so lutions for fueling at the retail, w holesale and bulk levels. The Comdata Team is a li censed provider of gasoline and diesel with the abilit y to supply and distribute re fined petroleum products on a nationw ide basis.

Executive Summary - Key Points to Consider in Proposal Evaluation

1. **S<u>tate Experience</u>**

   While other fleet card vendors may claim their company as the leader in state experience, the fact is Comdata is the true leader in state government experience and overall fleet experience. Comdata has been in business since 1969, longer than any other fleet card company in the industry today and has been listening to customers and providing true solutions to customer needs, not just talk.

   Also, with Brian Truman and Tom Gustin assigned to your state government contract, the State will have more experience than all other companies

combined. Brian Truman has been involved in the fleet card industry for 16 years with the entirety of that experience concentrated on state government solutions. Tom brings 28 years of government experience, 14 years as a purchasing manager and 14 years as a fleet manager for the State of Montana. He has both the experience of releasing an RFP and knowing the criteria but also of managing a state fleet and all the nuances that come with state fleets. He knows your business from the inside and no other vendor can make that claim. With Brian and Tom we bring over 44 years of experience to the table. As you can see, Comdata, along with Brian and Tom, bring the most experience to the table to implement your account and to provide true solutions. We don't just talk the talk we actually walk the walk.

2. **Fuel Card Implementation**

We contend that if the State talks with the most recently implemented Comdata customers, they will see the true reason that fleets have made the switch to Comdata. One of those reasons is implementation. For example, United Parcel Service was implemented by issuing 70,000 cards in 45 days and no other competitor can make that claim. We encourage the State to ask UPS the reasons why they made the switch to Comdata from Wright Express. Comdata offers a complete program for state governments and financial incentives to make the best program for the State.

3. **Alternative Fuel Reporting**

Brian Truman and Tom Gustin have attended several conferences and given presentations on alternative fuels from E-85 and Propane to Bio-diesel, to see what the future holds and to provide the State with the best information in the marketplace today. With the incessant demands on agencies to provide alternative fuel reporting to the Legislature and the Governor's Office, we know it is important for to the State to provide accurate and timely data. At Comdata, we offer a means for the State to receive the correct information in order to report the true volume of alternative fuel purchased while enabling agencies to purchase alternative fuel from a much wider range of merchants due to the universal acceptance of the Comdata MasterCard.

4. **Cost/Discounts**

Comdata provides the State with the flexibility to choose retail pricing. We offer a large network of discount locations—a cost-saving means that agency fleets have sought for many years--that our competitors have been unable to effectively provide, due in part to the high costs that merchants must pay to accept their proprietary cards. Private sector and commercial transportation fleets have long known the value of utilizing fueling discount networks and these fleets would cease to exist if forced to pay retail pricing. Legislatures and agency budget analysts alike are continually demanding that State agencies "operate more like a business". By utilizing a network of discount locations--oftentimes, the very same locations currently used by state fleets—

cost savings are immediate, measurable and widespread. The wide variety of discount locations in our network encompasses all brands, even though our competition would have you believe that it consists only of the highest priced marketers—a statement that is far from the truth. In most cases, the discounts are offered by many of the lowest priced marketers, thereby adding to the savings for the State. Our discount network continues to grow and we are able to provide this immediate cost-savings solution to the State.

In terms of sound fiscal practices throughout the life of the contract, please take into account the overall cost of a program, not just to the State, but to its taxpayers and marketers in the State's revenue base. Less Interchange Rate - We offer a greater economic benefit to the State through an interchange rate that is nearly half of the rate charged by our competitors' proprietary card acceptance. This provides for better merchant relations with the State and allows for the State's volume to leverage strategic supplier discounts. The Comdata MasterCard rate is between 1.8 and 2 percent.

5. **Federal Diesel Tax Exemption**

Comdata was the first universal fleet card issuer to provide Federal Diesel Tax exemption and continues to offer tax exemption on both gas and diesel transactions and did not need to seek legislative help to accomplish this task.

6. **Comdata MasterCard Universal Acceptance**

The Comdata card is accepted anywhere that MasterCard is accepted giving the state the most widely accepted card for both Fuel and Maintenance. We can also limit to state to 100 percent level three location a feature which our competition doesn't and can't offer.

We believe that the proposal evaluation process will demonstrate that we are the best fuel card provider for the State, offering the highest value and cost savings, the smoothest and most timely implementation process and meeting your needs where, based on customer feedback, we believe our competitors fail.
We believe if the State is looking for a fuel card vendor that offers the best product and solutions today, and in the future, then Comdata is the choice for the state. The following are many other benefits, features and solutions that distinguish Comdata from our competition and offer reasons why Comdata is the best choice for the state.

Other Distinguishing Benefits to Manage Fleet Costs
Some other advantages that will help reduce the State's fleet costs include these following areas:

CARD ACCEPTANCE

1. **Better rural coverage and merchant relations because:**

a. **Merchant fees are about half of the competitor's proprietary card**
b. **Most widely accepted business-to-business card worldwide**
c. **Merchant receives full settlement for the transaction as TMG applies for the taxes instead of the station or wholesaler**

2. **Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel**
3. **Card is widely accepted at Marina and Aviation locations thus no need for dual cards.**
4. **Card is accepted in Mexico and Canada, thus precluding the need for dual cards or programs**
5. **The State can use the same card for Retail fuel as well as Bulk, On-site and Mobile fueling and receive one invoice.**

MAINTENANCE PURCHASES

1. **Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.**
2. **Comdata has the ability to pass data from maintenance locations for comprehensive reporting of service, parts and labor provided**
3. **State is not bound by a $75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.**
4. **The Comdata card can be used as a "virtual card" for expenditures.**

TAX EXEMPTION

1. **Federal Excise Tax on diesel is exempted at the transaction level, not posted as a lump sum credit in the month following**
2. **Fuel taxes are exempted at accepting merchants including independent fuel merchants**
3. **TransMontaigne files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale**

ACCOUNT AND DATA MANAGEMENT TOOLS

1. **Smart Buy-- an online tool showing the least expensive retail and wholesale pricing in real-time, across the state and country**
2. **Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc.**
3. **Comprehensive data capture and reporting for both vehicle cards and driver cards**
4. **Can interface with mobile re-fuelers to capture data from fueling at remote locations**
5. **Technical services support provided to "map" transaction data directly into fleet management software**
6. **Ability to assign General Ledger coding to transactions and map the corresponding data to the agency's financial system**

7. **Comdata provides 15 levels of Hierarchy and reporting**

CONTROLS

1. **Cards can be reassigned/moved without having to reissue plastic**
2. **Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet**
3. **Controls allow for a one-time override with automatic reset to previous levels**
4. **Both soft-limits and hard-limits may be applied on the same card**
5. **All authorizations and transactions—on-site and retail--are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing"**
6. **Comdata process all transactions internally providing more control and accurate data.**

FINANCIAL INCENTIVES

1. **Implementation cost sharing of on a per card basis for cards with transaction activity within 60 days of contract signing.**
2. **Volume incentive rebates, based on the total volume of fuel and maintenance purchases, which easily turn an agency fleet into a revenue-generating operation.**
3. **Early pay incentives for payments made twice monthly or for payments made daily.**
4. **A discount of $.02-$.05/gallon at a network of conveniently located commercial locations and travel plazas throughout the entire country.**
5. **Signing bonus money offered by Comdata/MasterCard.**

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc. One important feature is the ability to view authorizations and declines in real-time and if a transaction is declined, for whatever reason, the authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. If the state is concerned about an employee, the fleet manager can watch, via computer, every step of the transaction in real time by that individual.

Smart Buy

Comdata's Smart Buy Fuel System gives you greater control of your fuel cost by helping you make better fuel buying decisions. With this system, you can find the best-priced stations, negotiate discounts and benchmark fuel purchases for your fleet. The Smart Buy Fuel System displays OPIS pricing for regular unleaded gasoline and diesel, by retail station for the entire United States. Using several search options, you can obtain a list of stations by state and city or for a specific zip code, within a three, five or 10-mile radius. Your search results will show all the locations on a map and a list of locations in order by price. You can also obtain rack-to-retail margins for each location giving you key information to negotiate discounts with chains and individual stations.

E-Learning

This product came about from customers wanting their drivers to be trained on the Comdata fleet card program and wanting to see if they really understood the product and all the tools to manage their own accounts.

Comdata has a real-time internet product called IConnectdata.com that customers can use for all their account management function, gathering reporting, and access to other real time tools. Beyond having access to a help section that describes each section and function the new E-Learning tool actually is now in audio and walks the customer/driver through each module of the internet product. With E-Learning the fleet manager can receive a list of who has went through the E-Learning process and which modules they have completed, how long it took them to go through each and it also has a test at the end. Again the fleet manager can receive a report showing the score of each person and which questions they missed so they can then have that customer/driver go though that section again.

Best fuel price by Cell Phone

Comdata, using the fuel pricing data received on a daily basis through their Smart Buy product, will now be able to send directly to a driver in the field via a GPS-equipped cell phone, where the lowest price fuel is location nearest to that driver. Working with a cell phone company the fleet manager can view Smart Buy and see where the lowest fuel price is that day in the driver's area and then select a button and the phone that then sends a text message to the driver about the location to purchase fuel.

Daily Exception reports

Comdata pioneered the distribution of exception reports via daily emails. Daily emails containing Excel files containing exceptions can be automatically emailed to specified users. This occurs by Comdata gathering the information in the evening and then emailing out to the customer the next morning their exception report from the parameters they have requested. This way each morning the fleet manager can open an excel spreadsheet with his exceptions and then take the appropriate steps for correction.

IRS Approved Process - Diesel Tax Exemption

TransMontaigne sought and received a lette r ruling from the Internal Revenu e Service (IRS) that p ermits TMG to claim cr edits or receive r efunds of federal taxes for certain sales of gasoline and *diesel fuel for tax exempt entities.* Through this strategic alliance ta x-exempt customers, su ch as the State of Idaho, are given the unique opportunity to purchase retail and bul k fuel at a cont racted price ex clusive of applicable taxes. The Comdata Mast erCard Fleet Card is the purchasing mechanism that initiates the transaction and capt ures the d etail to be provided to TransMontaigne for re-pricing. In addi tion, the Comdata Ma sterCard provides cardholder controls and validation (PINs), m ileage capture, line item detail and the ability to purchase fuel and/or other products.

This proposal summary highlights the financial and administrative benefits that can be achieved through the implementation of the proposal offered by the Comdata Team. A brief description of the key product features are included, as well as recommendations for implementation.

MasterCard Enhanced Merchant Data Reporting (EMR)

The State will have the ability to track purchases from socio-economic categories and other demographic profiles of the organization's merchant base with MasterCard EMR. The web-based application provides comprehensive purchasing card transaction data with regular updates that enable organizations to view and download critical data in customized formats, including:

A comprehensive merchant category profile with information on 1099 status, business owner (e.g. minority-owned, woman-owned, or disabled-owner) and whether a company is a small business, disadvantaged, or has a specific certification

Other critical data like total spend, average ticket size, industry sector spending, man-dated supplier spend and large ticket spend that can help an organization manage its purchasing operations

Reports are available as PDF files, or in files that can easily imported into a database.

EMR is refreshed on a monthly basis and merchant and transaction data are retained for a rolling 16-month period; completed reports and files are maintained on the site for 3 months. To ensure accuracy of merchant socio-economic data, EMR uses validated data on over 14 million merchants supplied by.

MasterCard has ongoing activities in place to ensure tax identification data is verified, accurate, and consistent and delivered in a timely manner. MasterCard works with Acquirers to review validate and correct this information on a quarterly basis.

MasterCard has applied to become a QPCA designated payment card organization to better serve its customers in soliciting accurate merchant data. As a QPCA,

MasterCard will have the authority to act on behalf of cardholders and merchants, will undertake TIN solicitation activities, participate in the IRS TIN Matching Program and provide IRS validated merchant data wherever possible.

Comdata Processes All Transactions Internally

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not receive batched information nightly, therefore providing better control over the data processed and reported.

Innovation

Based upon industry standards, corporations and other entities that implement a managed fuel card program can expect 10-15% in fuel management cost savings per month (source: Automotive Fleet magazine). This figure represents improvements ascertained through improved driver productivity, asset/driver management, fraud prevention, and efficiencies in administration through consolidation in the fuel management environment.

Increased Driver Productivity

- **Driver convenience and increased productivity with the consolidation to a one-card fuel purchasing system (can be used for bulk, mobile, State owned card lock, truck stop and traditional retail fueling)**
- **Universal acceptance of the MasterCard allows a driver to purchase fuel at over 1,033 fuel locations in Idaho, with acceptance at over 177,000 nationally.**
- **Allows a driver to choose lower cost fuel given the abundance of station options.**

Analyze Vehicle Cost Performance

- **With data capture, obtain better knowledge of vehicle cost analysis at the asset and fleet levels**
- **Use fuel data and data capture to feed preventative maintenance programs**

Reduce Exposure and Manage Purchase Exceptions with "Real-Time" Tools

- **Card-level controls and profiles for all validation and data capture items. Each card can have unique purchase limits and restrictions.**
- **Real-time PIN/Vehicle ID validation at POS/terminal fuel site**
- **Fuel or Fuel/Maintenance restriction capabilities**
- **Restrict fueling hours — card can be open for specific days and times**

- **Monitor purchasing exceptio ns b y vehicle via Comdata's automated email delivery p rocess, w hich allows indivi dual users t o receive exception s from the previous day's transactions through, scheduled email delivery.**
- **Re-priced reporting exclusive of app licable sales and/or federal taxes provided in a timely and consolidated form**
- **Real-time card maintenance when utilizi ng a vehicle card (i.e. card blocking, purchasing profile changes in times of emergencies such as hurricanes an d earthquakes.**

Reduced Administrative Expenses through Consolidation

- **Consolidated invoice for fueling transactions that reflects the re-pricing of the fuel at the contracted prices and exclusi ve of appl icable state and/or federal taxes.**
- **Reduce m anagement of man ual fueli ng receipts and logs as all detailed transactions are consolidated to one statement.**

Portfolio Management

Additional savings can be achieved through an increased opportunity with discounts, hedging and cost/margin management. The Comdata Team's business relationship also includes proactively working together to improve the cost/margin structure throughout the bulk and retail network.

- **Consolidated buy ing pow er through a universal card sy stem provides leverage for rebate/discount programs with retailers.**
- **The Comdata Team provides improved fueling costs through suppl y chain management/margin managem ent. Deta il tax-exempt costs can be managed to the asset level.**

Comdata Implementation and Support Strategy

Comdata will be the primary day-to-day support provider to provide optimal support for the State of Idaho. Comdata will provide a project manager that will coordinate the implementation efforts between Comdata and the State of Idaho. The project manager will manage the entire implementation and serve as liaison between all internal and external parties. A Comdata systems engineer will also be partnered with the project manager to lead the file transfer communications and serve as technical liaisons. Comdata will also assign a team within our Customer Relations department that will be instrumental in the implementation and long-term support of the account. The customer relation's team may consist of a senior customer relation's representative (CRR), and a lead technical relationship representative (TRR). Comdata associates may be added to the team as warranted by the account.

Project Manager

The Comdata project manager and systems engineer will follow through leading the entire implementation until all cards and fuel supply services are activated in the

field and all implementation issues have been resolved. At that time, the Comdata customer relation's team will assume full support of the State of Idaho account.

During implementation, the project manager will create a detailed project plan and supporting documentation to assist the flow of the implementation. Project planning meetings/conference calls will be conducted on a weekly basis (or as often as needed). The project manager will submit weekly status reports to all members of both teams to keep everyone abreast of the current accomplishments as well as possible reasons for delay. The project manager will work with the State of Idaho to develop a card distribution plan, custom collateral (if desired) and will be the main point of contact throughout the initial implementation. The goal of the project team is to make the implementation of the Comdata MasterCard program a success. The team is flexible and will adjust to the needs of the State.

Card Level Controls

Comdata's system allows card level controls that allow the customer to manage the purchase habits for each user and/or vehicle. The options for card control are virtually limitless. Customers can restrict (by individual card, company standard (grouping), CUST ID or account) the following:

- **Purchases to fuel only**
- **Fuel and maintenance**
- **MCC restrictions**
- **Purchase amounts**
- **Purchasing times (off-hours, days, weekends)**
- **Velocity (number of transactions per day, per week, per cycle, etc.)**
- **Combination of all of the above**
- **Level 3 (auth prompt/data capture) merchant restrictions**
- **Limited network capabilities allowing cards to be restricted to particular retail chains, marketers/vendors or individual stations by merchant ID**

Reporting and Other Online Features

Comdata provides a variety of reports in many formats to detail the settlement and transaction activity through the card. For the marketer/vendor, settlement reports are available in electronic and print formats, depending upon the needs of the client. Report options are detailed within the RFP.

Virtual Card

Comdata recently launched the virtual MasterCard. The virtual card is available in an online Internet format or can be integrated directly into State of Idaho's financial system. The virtual card allows the State of Idaho to initiate "one-time" MasterCard number (no plastic) to make payments for specific amounts. The virtual card has a limited window of availability with expiration dates of 30-90 days. Most importantly, the virtual card interface provides a user interface for the State of Idaho to enter transaction-specific data before the card can be created and issued. The data elements include vehicle, PO number, GL, Warranty Information, etc. The data that is populated follows the transactions through to settlement and can be invaluable for today's fleet management.

Recommendations

Based up on our experiences w ith similar government entities and p rivate sector customers, we would welcome the opportunity to meet w ith you at our Brentw ood, TN office, or at y our State offices to disc uss the program in greater detail. If y ou wish to arrange such a meeting or have questions about our response please feel free to contact Brian Truman at 801-388-0483.

2.2.4 **Service (ME).** This section shall include a detailed description of services available to the State. Examples of standard and ad hoc reports, account structure and maintenance capability, and billing process shall be included as described in sections 3.3 through 3.7 of this RFP.

Comdata/TransMontaigne Response

See sections 3.3 through 3.7 below.

3.3 **Customer Service/Account Maintenance(ME)**

3.3.1 Is account maintenance available online in a web-based format? Does it enable fleet managers to make changes to fleet data in real time, with changes effective immediately? What data can be changed online?

Comdata/TransMontaigne Response

Comdata's online product, www.iconnectdata.com provides the State with real-time account management and transaction data access to adequately meet the need of the State and its participating agencies. Comdata's Account Services option enables users to perform basic account and card maintenance activities in real-time such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**
- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers. Changes/additions/deletions are effective immediately across the entire network.**
- **Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.**
- **User Profile: This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.**
- **Change Address: This function allows an authorized user to change invoice and physical address information about your account.**

It is important to note Comdata can customize, to each user, the level of access that is available to them based on direction from the fleet manager of each agency. Comdata would recommend a demonstration in person or by web cast of our true Internet-based product. In order to achieve an understanding of its power, one must experience the presentation in person, or by web cast. We do not feel a demo CD does it justice.

Also, each of the above functions can be accomplished by emailing or calling your Customer Relations Representative or calling our customer service department. Changes via www.iconnectdata.com are immediate and are performed in a real-time environment.

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to rely on batched information from end-of-shift data, therefore providing better and immediate control over the data processed and reported.

One important feature of the ability to view authorizations and declines in real-time is, if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish.

3.3.2 Describe the process, time period involved and required information to establish new accounts.

Comdata/TransMontaigne Response

During the implementation phase, new account requests may be e mailed to the Implementation Project Manager; requests following the implementation period may be emailed to the Customer Relations Representative assigned to the State. Comdata has Tom Gustin, Public Sector National Account Manager, will serve as the primary contact for all account growth. Tom is located in Helena, Montana but will spend many days and weeks in Idaho helping with implementation and marketing the contract to the other municipalities in the state. Comdata will assign an inside sales person responsible for assisting in the addition of new accounts.

Minimal information (account name, address, Federal Tax ID, etc.) is required to initiate the process. The time frame involved depends on the timeliness of each agency providing the required data.

3.3.3 Describe your ability to distinguish separate divisions for a single account.

Comdata/TransMontaigne Response

Comdata offers the greatest flexibility of account hierarchy in the industry today through the use of " CUSTOMER ID" divisions within an Account Code. The State will have the ability to set multiple purchase profiles, Driver ID restrictions, velocity checks and real-time restrictions within each CUST-ID to provide for the orderly administration of accounts and sub-accounts.

3.3.4 Describe your ability to provide toll-free access to a customer service department that is staffed 24-hours a day, 7-days a week to answer questions, resolve problems, etc.? Does your program provide a representative of the company that will be responsible for providing assistance to the state for all electronic data transfer?

Comdata/TransMontaigne Response

Customer Service Department

Customer Service support is available 24 hours per day, 7 days per week, 365 days a year through our customer service department. Customer service can handle all issues for the State of Idaho fleet. These associates are be available during business hours for basic customer support needs and as a backup to the primary National Account support team. These associates are also available for after-hours support. The customer service department is staffed based upon call volume. There may be as few as 15 associates or as many as 40 associates per shift. Associates are added as our customer base and call volume expands. When new accounts are implemented, we estimate the influx of call volume before the "go live" of that customer and make staffing increases accordingly. The customer service department can be accessed via a toll free telephone number.

Technical Representative

Comdata assigns a technical representative to all accounts once implementation has begun. Comdata currently has customers that map data to Maximus, Fleetanywhere and a variety of fleet management systems including prominent brands and programs developed in-house. Comdata also works with the State in the pre-implementation process to provide reportings.

Customer Relations Representative

Comdata will assign a team within Comdata's Customer Relations department that will be instrumental in the implementation and long-term support of the account. The customer relations team will consist of a Senior Customer Relations Representative (CSR) and a lead Technical Relationship Representative (TRR). Comdata associates may be added to the team as warranted by the account. This team would be dedicated to the customer and would be available during normal

business hours (6:30 a.m. – 5 :30 p.m. C entral time) to assis t with customer needs. Based on those customers needs w e will l ook at extending the hours to meet th e State of Idaho's time zone. Customer Re lations Representatives can be reached via toll free number, direct business line, fax or email.

3.3.5 Describe your transaction dispute process.

Comdata/TransMontaigne Response

Dispute Policy

Comdata has a dispute process for char ges that may be questionable or fraudulent. Upon reviewing the Card transaction detail, the State of Idaho may register a dispute by using the online system or may call customer service to rese arch a questionable purchase. If the State of Ida ho chooses to dispute the item, then the follo wing procedures are enacted.

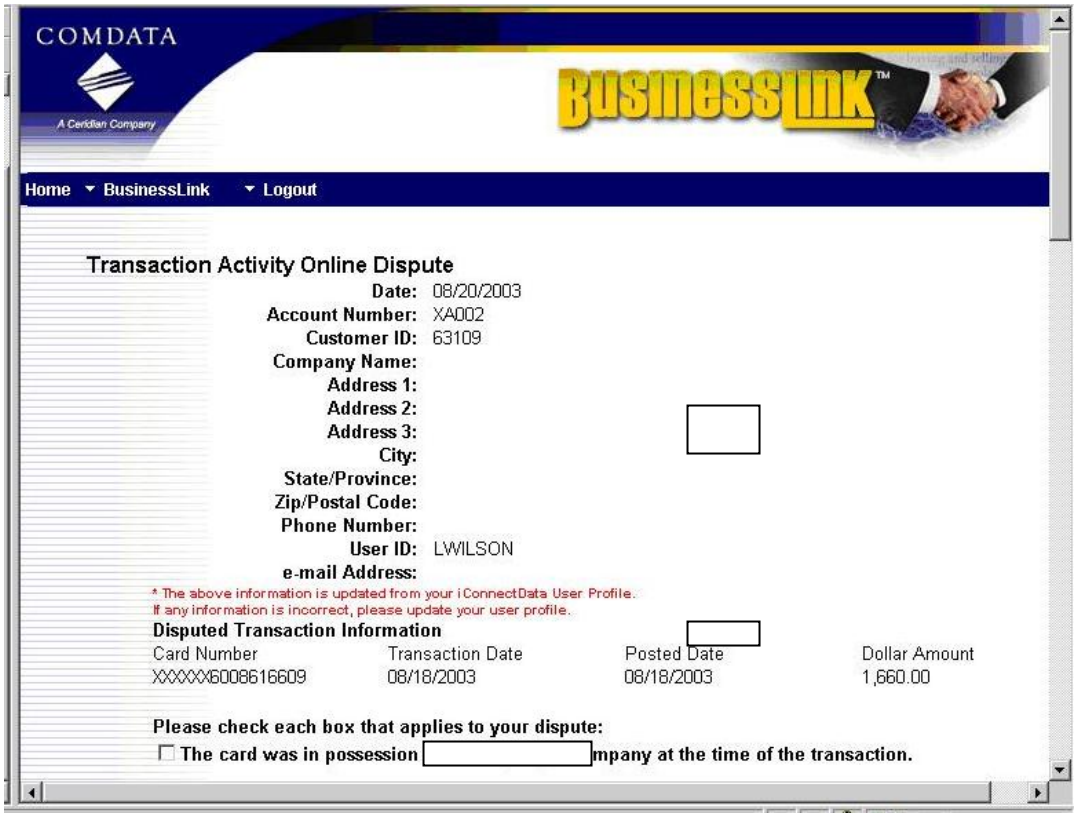
The State of Idaho must notif y Comdata in writing of any disputed item on the Stat e of Idaho billing statement w ithin sixty (60) da ys from the date of the statement, or it will be deemed undisputed and accepted by the State of Idaho.

If there is a dispute on a transaction, th e cardho lder w ill contact (send statemen t /form) thei r management or project mana ger of the card program after they have tried to resolve the issue. The manageme nt or project manager can then go online and issue a dispute on the transaction or fax the follow ing form to Comdata. The disputed charge is to be paid to TransM ontaigne w hile in disput e. This w ill a void late fees and w asted time betw een clie nt's accounts pay able and TransMontaigne credit dept. When a resolution is resolved , a credit w ill be issued to that account and a letter or a call will be made to the project manager.

Register Dispute Online

As has been mentioned the St ate may also w ish to regi ster the dispute through the Comdata Internet product called Iconnectdata.c om. Below is a screen shot of w hat the page looks like along with instructions.

1. **On www.iconnectdata.com you can dispute charges.**
2. **Key in username and password**
3. **Go to the Transaction Act ivity Key in Account Code an d Select " Transaction Date" as Date**
4. **Type Submit**
5. ***After Submit, displayed will be all transaction detailed selected for the selected date range.***
6. ***With mouse, place cursor over transaction "Posted Date" and left click once. This will take you to the disputed section of the process.***
7. **Fill out the form and complete issues.**
8. **Once you submit again, the dispute is filed and will be reviewed by Comdata**.



3.3.6 Describe the additional account management services offered by your company.

Comdata/TransMontaigne Response

Other Distinguishing Benefits to Manage Fleet Costs

Some other advantages that would help reduce the State of Idaho's fleet costs include these following areas:

CARD ACCEPTANCE

1. **Better rural coverage and merchant relations because:**
   a. **Merchant fees are about half of the competitor's proprietary card**
   b. **Most widely accepted business-to-business card worldwide**
   c. **Merchant receives full settlement for the transaction as TransMontaigne applies for the taxes instead of the station or wholesaler**
2. **Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel**
3. **Card is widely accepted at Marina and Aviation locations thus no need for dual cards.**
4. **Card is accepted in Mexico and Canada, thus precluding the need for dual cards or programs.**

MAINTENANCE PURCHASES

1. **Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.**
2. **Comdata has the ability to pass line item data from maintenance locations for comprehensive reporting of service, parts and labor provided**
3. **State is not bound by a $75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.**
4. **The Comdata card can be used as a "virtual card" for expenditures.**

TAX EXEMPTION

1. **Appropriate Federal Excise Tax on gasoline and diesel are exempted at the transaction level as applicable, not posted as a lump sum credit in the month following.**
2. **Fuel taxes can be exempted at accepting merchants including independent fuel merchants.**
3. **TransMontaigne files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale.**

ACCOUNT AND DATA MANAGEMENT TOOLS

1. **Smart Buy-- an online tool showing the least expensive retail and wholesale pricing in real-time, across the state and country.**
2. **Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc.**
3. **Comprehensive data capture and reporting for both vehicle cards and driver cards.**
4. **Can interface with mobile re-fuelers to capture data from fueling at remote locations.**
5. **Technical services support provided.**
6. **Ability to assign General Ledger coding to transactions and map the corresponding data to the agency's financial system.**
7. **Comdata provides 15 levels of Hierarchy and reporting.**

CONTROLS

1. **Cards can be reassigned/moved between accounts without having to reissue plastic.**
2. **Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet.**
3. **Controls allow for a one-time override with automatic reset to previous levels.**
4. **Both soft-limits and hard-limits may be applied on the same card**
5. **All authorizations and transactions—on-site and retail--are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing."**
6. **Comdata process all transactions internally providing more control and accurate data.**

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

Under most current systems, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. Real-Time Authorizations is also useful in monitoring specific users for compliance.

Smart Buy

Comdata's customer s need ed help to find the best fuel price in thei r areas and wanted C omdata to help w ith discounts. We teamed w ith OPIS (Oil Price Information Service) , the w orld's most w idely accepted fuel price benchmark for supply contracts and competit ive positioning to develop th e Smart Buy site. Smart Buy is a part of our real-time online product.

Comdata's Smart Buy Fuel Syst em gives y ou greater control of y our fuel cost b y helping y ou make better fuel bu ying d ecisions. With this sy stem, you can find the best-priced stations, negotiate discoun ts and benchmark fuel purchases for your fleet. The Smart Bu y Fu el System displa ys OPIS pricing for regular unleaded gasoline and diesel, b y retail station for th e entire United States. Using seve ral search options, you can obtain a list of stations by state and city or for a specific zip code, w ithin a three, five or 10-mile radius. Your search results w ill show all the locations on a map and a list of locations in order by price. You can also obtain rack-to-retail margins for each location gi ving you key in formation to negotiate discounts with chains and individual stations

E-Learning

This product came about from customers wanting their drivers to be trained on the Comdata fleet card program and wanting to see if they really understood the product and all the tools to manage their own accounts.

Comdata has a real-time internet product called IConnectdata.com that customers can use for all their account management function, gathering reporting, and access to other real time tools. Beyond having access to a help section that describes each

section and function the new E-Learning tool actually is now in audio and walks the customer/driver through each module of the internet product. With E-Learning the fleet manager can receive a list of who has went through the E-Learning process and which modules they have completed, how long it took them to go through each and it also has a test at the end. Again the fleet manager can receive a report showing the score of each person and which questions they missed so they can then have that customer/driver go though that section again.

Best fuel price by Cell Phone

Comdata, using the fuel pricing data received on a daily basis through their Smart Buy product, will now be able to send directly to a driver in the field via a GPS-equipped cell phone, where the lowest price fuel is location nearest to that driver. Working with a cell phone company the fleet manager can view Smart Buy and see where the lowest fuel price is that day in the driver's area and then select a button and the phone that then sends a text message to the driver about the location to purchase fuel.

MasterCard Enhanced Merchant Data Reporting (EMR)

The State will have the ability to track purchases from socio-economic categories and other demographic profiles of the organization's merchant base with MasterCard EMR. The web-based application provides comprehensive purchasing card transaction data with regular updates that enable organizations to view and download critical data in customized formats, including:

A comprehensive merchant category profile with information on 1099 status, business owner (e.g. minority-owned, woman-owned, or disabled-owner) and whether a company is a small business, disadvantaged, or has a specific certification

Other critical data like total spend, average ticket size, industry sector spending, man-dated supplier spend and large ticket spend that can help an organization manage its purchasing operations

Reports are available as PDF files, or in files that can easily imported into a database.

EMR is refreshed on a monthly basis and merchant and transaction data are retained for a rolling 16-month period; completed reports and files are maintained on the site for 3 months. To ensure accuracy of merchant socio-economic data, EMR uses validated data on over 14 million merchants supplied by.

MasterCard has ongoing activities in place to ensure tax identification data is verified, accurate, and consistent and delivered in a timely manner. MasterCard works with Acquirers to review validate and correct this information on a quarterly basis.

MasterCard has applied to become a QPCA designated payment card organization

to better serve its customers in soliciting accurate merchant data. As a QPCA, MasterCard will have the authority to act on behalf of cardholders and merchants, will undertake TIN solicitation activities, participate in the IRS TIN Matching Program and provide IRS validated merchant data wherever possible.

3.3.7 Do you provide regularly scheduled business reviews to identify usage and volume levels, trends, issues and educational/ communication opportunities? How frequently are business reviews scheduled? How would you use this information for cost reduction and other benefit to the State?

Comdata/TransMontaigne Response

State Customer meetings

Comdata/TMG has a six-step approach in meeting with our customers to make sure we develop a true partnership.

1. **Comdata/TMG will meet with the State of Idaho immediately after being awarded the contract at the State's discretion to start the implementation timetable.**

2. **Comdata/TMG will hold weekly conference calls or as needed with the State personnel while we are implementing the program. Comdata will hold training sessions around the state as needed.**

3. **Comdata/TMG will conduct quarterly reviews with the State to go over strategies and other ways to help the State save taxpayers money.**

4. **Comdata/TMG will hold a yearly meeting with all State fleet or agency representatives in each of the departments. Comdata is willing to hold meetings at locations around the state at the start of the program and on a yearly basis or more often if needed.**

5. **Comdata has set up a yearly advisory group wherein we will bring in our government customers to help us move forward in launching new products and services into the market place.**

6. **Comdata will also send the State the monthly Comdata news, which highlights features, products, and services that are available to the State.**

3.3.8 State whether any of your program services are outsourced to another company. If yes, what are those services? What is the company name and where are they located? If the outsource company fails, will those services revert to your company? How will that be accomplished?

Comdata/TransMontaigne Response

Comdata and TransMontaigne partner together. The services TransMontaigne provides is to handle the tax exemption process which is vitally important as we do not push the responsibility for tax exemption back on to the merchant, therefore having greater acceptance and a happier supplier network. TransMontagine is also responsible for invoicing and reporting; Comdata handles all other services. We do not outsource any other fueling service to another company. Comdata would take these services in house if needed.

3.4 **Purchase Controls (ME)**

3.4.1 Describe, in detail, how your program helps fleet managers monitor and control purchases.

Comdata/TransMontaigne Response

The Comdata/TransMontaigne solution provides fleet managers with opportunities to maximize the value of the tax-supported dollar through a variety of real-time controls and reporting. These features include:

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

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Daily Exception Emails

At the direction of each authorized users can be setup to receive daily exception reporting from iConnectData.com, via email. The reports display transaction information for exceptions on reporting levels product type, high-grade fuel purchases, etc. The report can be automatically emailed to various users and contains an Excel spreadsheet attachment detailing the exceptions.

Comdata is continually adding features and tools to the web portal www.iconnectdata.com based on suggestions and functionality suggested by our customers. "Site Feedback" requests may be submitted online and in communications with the Customer Service team.

CARD ACCEPTANCE

1. **Better rural coverage and merchant relations because:**
    a. **Merchant fees are about half of the competitors' proprietary cards**
    b. **Most widely accepted business-to-business card worldwide**
    c. **Merchant receives full settlement for the transaction as Comdata applies for the taxes instead of the station or wholesaler**
2. **Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel.**
3. **Card is widely accepted at Marina and Aviation locations thus no need for dual cards.**
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MAINTENANCE PURCHASES

1. **Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.**
2. **Comdata has the ability to pass line item data from maintenance locations for comprehensive reporting of service, parts and labor provided.**
3. **State is not bound by a $75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.**
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TAX EXEMPTION

1. **Appropriate Federal Excise Tax on gasoline and diesel are exempted at the transaction level as applicable, not posted as a lump sum credit in the month following.**
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3. **Comdata/TransMontaigne files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale.**

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7. **Comdata provides 15 levels of Hierarchy and reporting.**

CONTROLS

1. **Cards can be reassigned/moved between accounts without having to reissue plastic.**
2. **Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet.**
3. **Controls allow for a one-time override with automatic reset to previous levels.**
4. **Both soft-limits and hard-limits may be applied on the same card.**
5. **All authorizations and transactions—on-site and retail--are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing."**
6. **Comdata process all transactions internally providing more control and accurate data.**

3.4.2 Describe the system of controls and limits as dictated by card including, but not limited to, the following:

a. Gallons or dollars per transaction/day/month or number of transactions.
b. Geographic restrictions.
c. Fuel-type restrictions.
d. Dollar and/or product code limits for non-fuel merchandise, service and maintenance.
e. Explain the resulting process if controls are exceeded (decline, notification, etc.).
f. Explain the means of immediate modification or override of controls.
g. Describe system flexibility in structuring of customer accounts/controls.

Comdata/TransMontaigne Response

Card Controls/Purchasing Limits

The Comdata MasterCard offers the flexibility of card level control. There are virtually no limits regarding the number of controls allowed per card. Individual cards can have unique setup, limitations and restrictions. Comdata can also establish limits by sub-account (CUST ID) or by customer standards within a CUST ID. For example, a CUST ID may have various company standards based upon vehicle type. For example, a standard established for a Dept. of Fish & Game truck may be able to purchase up to $500.00 per day, and a State Dept. of Education sedan may have a standard that allows for purchases of up to $50.00 per day. Both company standards can reside in the same CUST ID.

Comdata has defined the most common limits/restrictions. Please note that all restrictions and features can be controlled at the card level, account code level or CUST ID setup.

Fleet Card Purchasing Limits:

Fleet cards can be restricted by MCC (merchant category code). A card can be completely open to purchase at any MasterCard location or can be restricted to a specific location type such as service stations. Purchase limits can also be set at the MCC level. For example, a driver may be able to purchase $50.00 per day at 5541/5542 locations (service stations), but may only be able to purchase $25.00 per day at auto repair facilities. Also, a driver may have a limit of $10.00 for car wash, $25.00 for oil change and $200.00 for tires. The dollar amounts may vary by card, by MCC or a variety of ways. *There is no minimum purchase threshold amount such as $75.00 dollars for maintenance.*

The Card Can Also Be Restricted to the Following Categories:

- **Fuel Only – A fuel only restriction limits non-fuel purchases, as a restriction code is embedded into the magnetic stripe that declines the non-fuel transaction at the point-of-sale.**
- **Fuel and Maintenance – A fuel and maintenance card is designed primarily for fuel purchases and minor low cost maintenance repair items such as oil, car washes, windshield wipers, etc.**

Additional Limits and Restrictions Can Be Applied to the Cards:

- **Transaction limits – Cards can be restricted to a set number of transactions per day or a set dollar amount per transaction. Thus, a driver may not be able to make a purchase to exceed a specific dollar amount.**
- **Daily purchase limits – A total purchase amount for the day can be setup on the card**
- **Cycle purchase limits – Purchase limits can be set within a cycle time (weekly, daily, monthly), so that a driver can only make a set number of purchases within the cycle.**
- **Block weekends/hours – Cards can be restricted to only allow purchases on specific days or hours within a day. Weekend purchases (either Saturday or Sunday or after normal working hours) can also be blocked.**
- **Level 3 Only – Cards or accounts can be restricted to Level 3 merchants only. Should a transaction be attempted at a location that does not provide authorization prompts, the card will be declined.**
- **Limited Network/Merchant Restrictions – Comdata has the ability to block merchants by chain or by individual merchant ID, thus giving the customer the ability to create a "limited network" by design or geography.**

In some instances, having too many card-level controls can cause administrative complications. Therefore, Comdata recommends that customers establish purchase profiles for each agency or department or class of vehicle, based on specific need. Comdata recognizes vehicles/ drivers can usually be categorized into purchase types. For example, cars may have one purchase profile, while light duty trucks may need expanded purchase power. Profiles reflect the purchase and control habits of a group of cards/vehicles. Prompting, daily purchase limits, daily transaction limits, weekly limits, cycle limits can all be associated to a profile. In addition, Comdata can restrict the hours of operation for a set of cards. This feature allows the customer to restrict purchase after hours or on weekends, as specified by the account. Customers can set a maximum of 999 profiles per CUST ID.

Comdata cards have "portability", as well. If, for example, the State Police transfers a vehicle from Region 1 to Region 4, the existing card can be transferred between locations within the same account without having to issue new plastic.

Card Security

All cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. LOST or STOLEN Cards should be reported immediately to Comdata Corporation. Once notified, Comdata will block those cards immediately in real-time to reduce the risk of fraud. Customer service representatives are available 24 hours per day/7 days per week to receive notification of lost or stolen cards. The State can also use the online product iconnectdata.com to cancel cards.

The ability to "block" and then unblock a card provides flexibility if a card is misplaced, as it can be reactivated if found without having to reissue the card.

Comdata Processes All Transactions Internally

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use a third-party processor, such as Bypass or Total Systems, nor do we use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to wait to receive batched information nightly, therefore providing better control over the data processed and reported.

One important feature of the ability to view authorizations and declines in real-time is, if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must

be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish.

Daily Exception Emails

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Comdata is continually adding features and tools to the web portal www.iconnectdata.com based on suggestions and functionality suggested by our customers. "Site Feedback" requests may be submitted online and in communications with the Customer Service team.

Exception Reporting

Comdata currently provides two methods of receiving exception reports on soft limits and hard limits. Authorized users may access www.iconnectdata.com, Comdata's web portal, and generate exception details for a specified period of time. Reports can be displayed in Print or Excel formats. In addition, the Exception Tracking interface can be used to integrate into a tracking database with the State of Idaho.

Comdata also pioneered the distribution of exceptions via daily emails. Daily exception report emails containing Excel files can be automatically emailed to specified users.

Comdata also has a "one-time" override capability online allowing an authorized user to "open" all restrictions on a card for a one-time purchase for a particular dollar amount. Once the purchase is made, the original cards restrictions are automatically reset on the card.

The following is a sampling of exception data elements that are available:

Merchant Category Code Exception
Multiple Transaction Same Day Exception
After Hours Exception
Miles per Gallon
Cost per Gallon
Daily Dollar Limit Exceeded Exception
Daily Transaction Limit Exceeded Exception
Time of day
Saturday Only Purchases
Sunday Only Purchases
Duplicate Transaction
Exception by Fuel Product

Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc.

This functionality is available online to agency-authorized users. With the online enhancement, the State of Idaho will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. If the State is concerned about an employee, the fleet manager can watch, from an internet-connected computer, every step of the transaction in real time by that individual.

3.4.3 Can you alert fleet managers when a purchase has occurred that is outside of agency fleet fueling policy? How are they notified of such purchases?

Comdata/TransMontaigne Response

Real-Time Authorization

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<u>Comdata Processes All Transactions Internally</u>

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do <u>not</u> use a third-party processor, such as Bypass or Total Systems, nor do we use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to wait to receive batched information nightly, therefore providing better control over the data processed and reported.

3.4.4 Can you track authorization failure including failure reason? Is an authorization log available to fleet managers online in real time?

Comdata/TransMontaigne Response

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations/authorization declines in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

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Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use a third-party processor, such as Bypass or Total Systems, nor do we use an external financial institution or acquiring bank for processing. This allows Comdata to help protect viruses or other destructive programming to be spread to our customers computer systems. The benefit to the State of Idaho is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to wait to receive batched information nightly, therefore providing better control over the data processed and reported.

Comdata's online product, www.iconnectdata.com provides the State with real-time account management and transaction data access to adequately meet the need of the State and its participating agencies. Comdata's Account Services option enables users to perform basic account and card maintenance activities in real-time such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance**: **This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance**: **This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card**: **This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card**: **This function allows a user to replace an existing vehicle card with a new card.**
- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers. Changes/additions/deletions are effective immediately across the entire network.**
- **Vehicle Maintenance**: **This function allows a user to add, edit and delete vehicle information.**
- **User Profile**: **This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.**
- **Change Address: This function allows an authorized user to change invoice and physical address information about your account.**

It is important to note Comdata can customize, to each user, the level of access that is available to them based on direction from the fleet manager of each agency. Comdata would recommend a demonstration in person or by web cast of our true Internet-based product. In order to achieve an understanding of its power, one must experience the presentation in person, or by web cast. We do not feel a demo CD does it justice.

Also, each of the above functions can be accomplished by emailing or calling your Customer Relations Representative or calling our customer service department. Changes via www.iconnectdata.com are immediate and are performed in a real-time environment.

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not rely on batched information received nightly, therefore providing better control over the data processed and reported.

3.5 **Data Capture/Reporting/Billing(ME)**

3.5.1 What percentage of fuel transactions does your program capture electronically (Level 3 Data)? List th e data elem ents that are provided for e ach electron ic fuel transaction. Are the sam e data elem ents provided for electronic non-fuel transactions? If not, list the data elem ents provided for each electron ic non-fuel transaction.

Comdata/TransMontaigne Response

Comdata can provide a list of current Level 3 merchants and Comdata has the ability to restrict accounts to Level 3 merchants only. Should a transaction be attempted at the very few locations that don't provide authorization prompts, the card will be declined. Comdata/TransMontaigne is the only company capable of offering a network of 100% Level 3 acceptance. On average, our fleets are currently experiencing 98% and higher Level 3 coverage if not locked down to level lll sites only.

Level 3 transactions can contain the following data elements listed in the attached spreadsheet at the end of section 3.5.

With respect to maintenance and automotive-related purchases, we have the ability to pass line item product code information on maintenance purchases in a variety of ways. If the merchant passes Level 3 data at the point of sale, that level of information will be passed through. If the State chooses the Comdata Virtual Card solution, where the State can determine the required data elements prior to paying the vendor. Additional information on the Comdata Virtual Card is in the Comdata/TransMontaigne response to Section 3.3 of the RFP, Mandatory Maintenance and Repair.

Another solution would be Comdata's Fleet Team solution:

Fleet Team is Com data's w eb-based p roprietary maintenance management system, which provides a l eading edge maintena nce and repair program for Comdata customers. Fleet Team allow s fleet mana gers to manage m aintenance and repair purchases by providing access to a network of service providers (repair merchants) who must follo w specific fleet purchasing parameters on all repa ir orders for Comdata f leet customers. Because all tr ansactions are en abled b y a Fleet Team web interface w ith the service provider, these pu rchasing parameters, set b y the agency fleet manager, are applied in real-time to each transaction so that n o unauthorized w ork will ever be approved. The strength of th e Fleet Te am program lies in the following areas:

Control — Fleet T eam allow s the fleet manage r to control the netw ork in terms of what providers are approved to do certain repairs. For example, a fleet manager may allow all 5,000 locations on a network to do basic maintenance and repair items such as o il changes, replacing fluids, etc ., but may limit brake repairs to specific chains, or even sp ecific locations w ithin a chain. A fleet manager may o nly have 100 appro ved brake repair facilities thro ughout the countr y even thou gh the ent ire

repair network may consist of 5000 locations. The fleet manager can choose which provider or provider locations are approved to do work on the vehicles.

The second element of control is transaction control. Fleet managers can build purchasing rules into Fleet Team and these rules are applied against each transaction. When an agency goes to a location in the Fleet Team network, the provider will process the repair transaction through the Fleet Team application and the fleet manager's purchasing rules are applied before any authorization is given to do the work. If a rule violation occurs, the transaction is stopped and a call must be made to the fleet manager to approve the work.

Reporting — Since the maintenance and repair transactions take place through the Fleet Team web interface, the fleet manager can view all purchases, with line items, in real-time. Maintenance and repair purchases can be viewed for the entire fleet, by agency, or by individual vehicle. There are various levels of detail that can be viewed, with high-level summary, down to specific line item detail.

3.5.2 Describe your ability to preserve data integrity including the process to identify and correct missing or invalid data elements for electronic transaction data.

Comdata/TransMontaigne Response

Comdata/TransMontaigne will pass through any and all data elements sent by the merchant. In the small percentage of transactions that may not contain product code information, Comdata has a filtering process that will calculate the price-per-gallon and product quantity fields based on up-to-the-minute data provided by OPIS. Also, Comdata and MasterCard have teams that immediately deal with data integrity issues to solve them quickly if they occur.

3.5.3 How long is data stored and available for on-line use?

Comdata/TransMontaigne Response

Comdata/TransMontaigne will fully comply with the State's data retention and access to records provisions. Data is available online for a period of 13 months.

3.5.4 Does your system post transactions on the same date that they occur?

Comdata/TransMontaigne Response

Comdata customers have the ability to view transactions and authorizations,declines and posted immediately in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc. One important feature is the ability to view authorizations and declines in real-time and if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction

failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. If the state is concerned about an employee, the fleet manager can watch from his computer every step of the transaction in real time by that individual.

3.5.5 Describe your paper, electronic and online standard reporting options.

Comdata/TransMontaigne Response

Report Builder

www.iconnectdata.com offers a unique report feature called Report Builder. Report Builder is a web-based feature that allows customers to generate customized reports of recent account cardholder activity. View a report online, print it, or download it to a PC in Microsoft Excel format. Report Builder begins to accumulate data as soon as transactions occur. Using Report Builder, customers access transaction data using predefined templates displayed in HTML, PDF, and Microsoft Excel formats.

Through www.IConnectData.com customers decide which reports are beneficial, and we customize the user display eliminating the need for unnecessary navigation. The data can be imported into Microsoft Excel or Access to use for other management activities such as trend evaluation and usage statistics. Data is available only to those individuals who have customer-granted access.

A list of available reports is shown in a query list on the Report Builder home page. The report name is the link to the Report Builder form — the data entry screen — for each report. When the report query is chosen, the system displays the entry form for that query. By choosing from the screen selections, customers can define the level of detail for the report (for example, activity for all cardholders or a particular cardholder). Data accessed through the Report Builder module will reflect only card transactions that were recorded during the date range selected. There are multiple sorting and viewing options available that allow customization to meet specific needs. The Comdata team can provide these reporting elements and is doing so for many customers today.

IconnectData.com (On-Line) Report Builder Features

- **Account Level or Hierarchical Reporting: All reports can be queried by account level with data pulled by account code and/or CUST ID. In addition, users have the new option of querying reports by hierarchy, as specified by the customer.**
- **Descriptors for Account, CUST and Hierarchy levels: Comdata has added relevant descriptions to define the Account Code and CUST ID's. Pop-up windows allow the user to select an Account Code, CUST ID or Hierarchy level. Customer-defined descriptions such as the Division name, Location/City name and/or department (examples) are now associated with the Account Code/CUST ID.**
- **Download Functionality: Header information is included in all downloaded files. Downloads are created in an EXCEL format and are limited to 65,536 rows.**
- **Summary Report Options: The Summary feature allows users to select a "summary" report for print only. The summary will generate totals at the Account, CUST or hierarchy level, omitting the details of the transactions. Detailed transactions reports can still be generated in print or file format.**

Ad Hoc /Customizing reports can be gene rated vi a the w eb b y o ur customers b y selecting the data fields listed. Once fields are selected, name the record/report and save template for future needs for this repor t or select frequency of when you would like the report to run and the time you want it to run.

The following is a screen shot of the queries available on Report Builder

1. **Cardholder Activity – Corporate:** Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
2. **Cardholder Activity – Fleet:** Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
3. **Cardholder Activity Report – General**: This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail. The report “breaks” by card.
4. **Cardholder Usage Report – General:** This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail and the shipping address for the cards. The report “breaks” by card. Card numbers are truncated on the report, so only the last 4-digits are viewed.
5. **Cardholder Group Summary:** Displays purchasing totals by MCC Grouping (spend category). MCC Groups include Maintenance, Hotels, Rentals, Airline, Travel Miscellaneous, Restaurants, Business Services, Financial Services, Medical and Miscellaneous. The report is sorted by Card, with a secondary sort by CUST ID.
6. **Card List Report:** This report displays all Comdata MasterCard’s queried by active, blocked or both card types. Reports can be sorted by card number, department number, last name, last activity, etc.

7. **Exception Listing:** Displays transactions are deemed “exceptions” based upon the exception parameters are established by the customer. Exceptions include high costs, after-hours/weekend purchasing, multiple purchases per day and transaction limits exceeded.
8. **Exception Tracking Interface:** Provides an interface for review of exceptions, tracking comments and escalation procedures to be interfaced with customer database and tracking system.
9. **Fuel and Maintenance MCC Report:** Transaction detail, including card, vehicle, product and line item information sorted by Fuel and Maintenance MCC Groups.
10. **GL Codes Listing:** Displays all transaction activity by GL Code. To use this report, the customer must use the GL coding process featured within the BusinessLink option. Customer GL codes must be uploaded into the online system and transactions coded for report display.
11. **ID Report:** Report subtotals transactions for each vehicle by the ID number provided at the point-of-sale. Transactions are sorted by Merchant Category Code (MCC) and provide a summary by merchant for each MCC where the transaction occurred. Customer prompts for ID/Trip uses this report.
12. **MCC Summary** This report summarizes Comdata MasterCard purchases by MCC Code. MasterCard places merchants into different Merchant Category Codes (MCC) based on their business type.
13. **MPG Report:** This report calculates each vehicle's Miles Per Gallon (MPG) and Cents Per Mile (CPM), based upon the fueling data and odometer information collected at the point of sale.
14. **Product Summary:** This report summarizes all purchases by product description.
15. **Merchant Location Activity Report:** Report summarizes transaction data by individual merchant and chain.
16. **Temporary Virtual Card Listing:** This listing provides detailed data on virtual cards issued, cards used, and cards unused**.**
17. **Transaction Listing:** Transaction listing displays Comdata MasterCard purchases for the date range specified, including transaction and line item detail. The report is similar to the Cardholder Activity and Vehicle Reports.
18. **Vehicle Listing:** This report provides detail of vehicles within an Account Code and/or Customer ID, with the corresponding Vehicle Description, Miscellaneous 1 and Miscellaneous 2 fields, with the option to define primary and secondary sorting.
19. **Vehicle Report**: Transaction detail by vehicle including product information, prompting data, odometer, vehicle and driver data.

Comdata will work with the State during implementation to structure the reporting to their satisfaction.

Comdata offers data summary by Account and Department/Cust ID-specific. We offer up to 15 levels of security or hierarchical authority. Here is an example using 5 of the 15 available levels:

Hierarchy Structure	***(Account Specific)***	

Reporting Levels	Level 1	Level 2	Level 3	Level 4	Level 5
Examples:	Corporate	Company	Division	Department	Section
	State of Idaho	Transportation Department	Highways Division	Operations	Maintenance
	State of Idaho	Transportation Department	District 1	District Engineer	Business Manager
	State of Idaho	State Police	Region 1	Traffic Patrol	Sandpoint
	State of Idaho	State Police	Brand Inspector	Lewiston	District Supervisor

Additionally, the State has the option of creating custom reports in Excel from within the online product information per transaction.

3.5.5.1 Can a master copy of monthly reports be provided to the State Contact Administrator and an Agency copy to each account?

Comdata/TransMontaigne Response

Monthly reports can be generated by the State Contract Administrator off of the TransMontaigne online website for the entire State of Idaho account base, or by the Agency for their account.

3.5.5.2 Do monthly reports include individual transactions with date and time, place, cost-per-gallon, type of fuel or services, driver or equipment ID, odometer, hours and other information by vehicle/equipment and summarized by account?

Comdata/TransMontaigne Response

Monthly reports are provided that contain summary data. Transaction data can be provided via FTP of each transactions record of which each transaction record is comprised of data elements which includes the fields provided by the merchant that include date, time, price-per-gallon, product description, product quantity, odometer, prompted ID, and driver name. For a detailed list of data elements, please refer to the response addressing data layout from Section 3.5.1 above.

3.5.5.3 For accounts with multiple divisions, do monthly reports include individual transactions with date and time, place, cost-per-gallon, driver, odometer and other information by vehicle for each division and summarized by account? Can division reports and account summary be sent to different locations?

Comdata/TransMontaigne Response

Monthly reports are provided that contain summary data. Transaction data can be provided via FTP of each transactions record of which each transaction record is comprised of data elements which includes the fields provided by the merchant that include date, time, price-per-gallon, product description, product quantity, odometer, prompted ID, and driver name. For a detailed list of data elements, please refer to the response addressing data layout from Section 3.5.1 above.

3.5.6 Describe your ability to provide online ad-hoc reporting. In what data format would these reports be available?

Comdata/TransMontaigne Response

Ad Hoc/Customizing reports can be generated via the web by our customers by selecting the data fields listed. Once fields are selected, name the record/report and save template for future needs for this report or select frequency of when you would like the report to run and the time you want it to run.

A list of available reports is shown in a query list on the Report Builder home page. The report name is the link to the Report Builder form — the data entry screen — for each report. When the report query is chosen, the system displays the entry form for that query. By choosing from the screen selections, customers can define the level of detail for the report (for example, activity for all cardholders or a particular cardholder). Data accessed through the Report Builder module will reflect only card transactions that were recorded during the date range selected. There are multiple sorting and viewing options available that allow customization to meet specific needs. The Comdata Team can provide these reporting elements and is doing so for many customers today.

Report Builder

www.iconnectdata.com offers a unique report feature called Report Builder. Report Builder is an application that allows customers to generate customized reports of recent account cardholder activity. View a report online, print it, or download it to a PC in Microsoft Excel format. Report Builder begins to accumulate data as soon as transactions occur. Using Report Builder, customers access transaction data using predefined templates displayed in HTML, PDF, and Microsoft Excel formats.

Through www.IConnectData.com customers decide which reports are beneficial, and we customize the user display eliminating the need for unnecessary navigation. The data can be imported into Microsoft Excel or Access to use for other management activities such as trend evaluation and usage statistics. Data is available only to those individuals who have customer-granted access.

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Comdata offers data summary by Account and Department/Cust ID-specific. We offer up to 15 levels of security or hierarchical authority. Here is an example using 5 of the 15 available levels:

Hierarchy Structure	***(Account Specific)***

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Examples:	Corporate	Company	Division	Department	Section
	State of Idaho	Transportation Department	Highways Division	Operations	Maintenance Business Manager
	State of Idaho	Transportation Department	District 1	District Engineer	Sandpoint Detachment
	State of Idaho	State Police	Region 1	Traffic Patrol	District Supervisor
	State of Idaho	State Police	Brand Inspector	Lewiston	

3.5.7 Is it possible to cancel the delivery of some or all paper reports?

Comdata/TransMontaigne Response

Reports are available on TransMontaigne's w ebsite. Electronic transmission is the preferred method of delivering reports and invoices and the State has the abilit y to cancel any and all paper reports.

3.5.8 Describe your paper, electronic and onlin e billing options. Do you offer electronic bill presentation? How long after the close of the billing cycle?

Comdata/TransMontaigne Response

Billing

TransMontaigne proposes a month invoice cycle from the first of the month through the end of the month based on the posting date. We have the ability to provide a single invoice, broken out by each account, or by each agency location (division). Invoices are available electronically via TransMontaigne's online website, www.transmontaigne.com/es. Generally invoices will be available by the 10th of the following month.

In addition TMG can email the agency the invoice. The account may choose to receive their fleet invoice data via FTP.

We will also work with the State of Idaho to provide agency support in the form of a customer relation's manager and a technical services representative to accomplish the data mapping process.

If an agency is u nable to pull their transaction detail and invoices via the TransMontaigne web site, then we will work with that agency to determine a feasible solution.

Our variety of billing options (web access, FTP, e-mail) will allow for a solution that will fit the needs of each agency.

3.5.9 What is your billing cycle? Can monthly cutoff at midnight on the last day of the month be established and maintained? If not, what is your proposed billing cycle?

Comdata/TransMontaigne Response

Billing Cycles

TransMontaigne proposes a monthly invoice cycle from the first of the month through the end of the month based on the posting date. A number of current public sector customers use a monthly posting date cutoff of midnight on the last day of the month.

3.5.10 Do you provide billing, reporting and electronic data net of federal gasoline and diesel taxes for tax-exempt fleets? Is this information provided at the transaction level?

Comdata/TransMontaigne Response

TransMontaigne provides billing, reporting and electronic transaction data net of applicable federal gasoline and diesel excise taxes for tax-exempt fleets. The exemption takes place at the transaction level and the process is the same for identified fuel products.

Note: It is important for the State to know that the TransMontaigne/Comdata program has been offering and successfully implementing this exemption for fleets over the past several years. This is a proven and IRS approved tax-exempt program and not one that is in development or production nor does it need to be piloted or tested.

See below for the process.

Summary of the tax exempt process - IRS Approved Solution

The Internal Revenue Service granted TransMontaigne's ultimate letter ruling in July 2001. This letter ruling granted TMG ultimate vendor status of the fuel at the retail station and thus enabled TMG to file for the refund of the exempt fuel on behalf of the exempt agency. However, as a result of the JOBS Act of 2005, the ultimate vendor ruling is voided and the company that issues the card and credit is able to file for a refund claim for the exempt fuel. This change in status does not affect the ability of the program to exempt transactions and file for refunds. Therefore, tax-exempt fleets will continue to be able to purchase fuel, exempt from the appropriate Federal tax at retail stations using a universal fleet card. By incorporating the Comdata MasterCard Fleet Card, tax-exempt fleets of local and state governments can now realize a true tax-exempt transaction at the Federal Level.

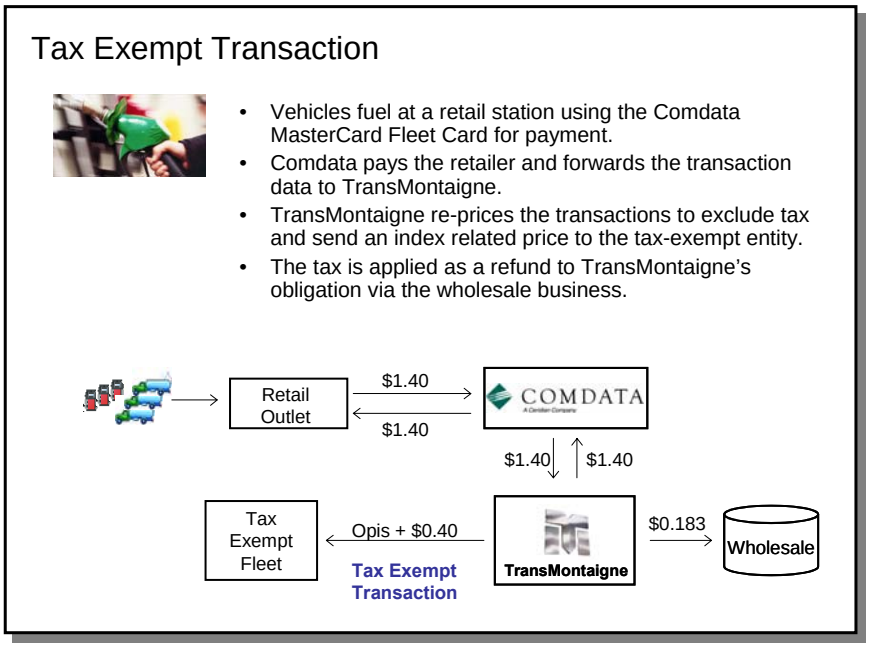
Rick Eaton, Executive Vice President of TransMontaigne Product Services describes the program very succinctly. "The IRS now recognizes our collaborative team as a

qualified wholesaler for fuel tax refunds. In partnership with Comdata, we are issuing the credit, processing the transaction and bearing any potential loss on behalf of our customers. Because there is no paperwork, a greater, more comprehensive procurement network is in place that allows technology to drive costs out of the supply chain."

The steps for obtaining tax-exempt retail transactions are simple:

- **For fuel purchases, TransMont aigne extends credit to the tax-exempt entity and re-prices retail fuel transactions. Comdata pr ovides the MasterCard Fleet Card services including transaction processing**
- **Comdata/TMG distributes a Comdata MasterCard Fleet Card to authorized users of the tax-exempt entity**
- **Comdata processes transactions in real-time from the point-of-sale**
- **Comdata electronicall y sends funds to the station w here the fuel w as purchased. The fuel station operator is paid full pump price, less transaction fees.**
- **Comdata electronically sends the trans action details to TransMontaigne, and TransMontaigne pays Comdata**
- **TransMontaigne bills the tax-exempt entity a n egotiated price excluding federal taxes**
- **TransMontaigne files and processes the tax refund claim**

<u>Note:</u> The below diagram is for visual purposes and does not reflect actual pricing.



With the Comdata Team's program, the State of Idaho will save considerably on time and resources each month. The tax exemption takes place at the transaction level therefore, no waiting for credits to be applied on the following months invoice.

3.5.11 Do you provide billing, reporting and electronic data net of applicable discounts offered by participating vendors? Is this information provided at the transaction level?

Comdata/TransMontaigne Response

Comdata/TransMontaigne has the ability to provide and process discounts and rebates that are offered both nationally to our customers and those that are offered from individual stations, oil companies and/or independents. Currently, discounts are reported at the transaction level and reflected in the net cost to the agency.

3.6 **Lost or Stolen Cards(ME)**

3.6.1 Describe your card cancellation process, including the length of time before cancellation takes effect.

Comdata/TransMontaigne Response

Lost and Stolen cards

If a Comdata card is lost or stolen, or should otherwise need to be canceled or deactivated, it should be reported to Comdata immediately. Comdata cards can be canceled in real time either through our Internet product www.iconnectdata.com or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department. The State of Idaho will notify Comdata immediately of any loss, theft or unauthorized use of the account or of any Card. *The State of Idaho will not be liable for unauthorized charges that occur after the State notifies Comdata of the loss, theft or possible unauthorized use of a Card.*

PINS can be cancelled in the same way as cards mentioned above through the internet or by calling customer service 24 hours a day 7 days a week.

NOTE: Anyone may report a LOST/STOLEN card to Comdata. However, only authorized State of Idaho personnel may approve the replacement of that card.

Comdata ships all card orders via Federal Express, 2-day delivery is standard. If cards are ordered before 11 a.m. Central time, we can have cards delivered within 48 hours. If the cards are ordered after 11 a.m. Central time, then it generally takes 72 hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

Comdata's online product, www.iconnectdata.com provides the State with real-time features and access. Comdata's Account Services option enables users to perform basic account and card maintenance activities such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**
- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers.**
- **Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.**
- **User Profile: This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.**
- **Change Address: This function allows an authorized user to change invoice and physical address information about your account.**

3.6.2 Describe your replacement card procedure, including how replacement cards are ordered, if and how multiple delivery points are allowed, and the standard timeframe for delivery of replacement cards and associated costs.

Comdata/TransMontaigne Response

Replacement cards

If the State needs to order Replacement cards the can do so by either ordering them in real time either through our Internet product www.iconnectdata.com or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department. Multiple delivery points may be entered directly in www.iconnectdata.com or by contacting the customer service department.

PINs can be cancelled in the same way as cards mentioned above through the internet or by calling customer service 24 hours a day 7 days a week.

NOTE: Any one may report a LOST/STOLEN card to Comdata. However, only authorized State of Idaho personnel may approve the replacement of that card.

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hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

3.6.3 What is a fleet's liability on lost or stolen cards?

Comdata/TransMontaigne Response

The State of Idaho will not be liable for unauthorized charges that occur after the State notifies Comdata of the loss, theft or possible unauthorized use of a Card.

3.6.4 Describe any efforts your company makes to prevent fraudulent use of the card.

Comdata/TransMontaigne Response

Fraud

Comdata has many different ways that we try and address the concern with Fraud. Below are some of the methods that Comdata implies.

- **Mail interception can contribute to fraud and/or counterfeit cards. In order to mitigate the risk of fraud or counterfeit cards – all cards are mailed out using Federal Express to cardholders or to the Project Manager.**
- **We emboss certain fraud control features on the face to our cards.**
- **We include an algorithm within the magnetic stripe, which can help reduce the problem of card reproduction**

Support is available 24 hours a day, 7 days a week through our customer service department. The customer would not be liable for unauthorized charges that occur after Comdata has been notified of the lost or stolen card. The State may use the online program iconnectdata.com to cancel cards as well.

Investigative Services Division
Comdata has a fully staffed Investigative Services division and must abide by specific compliance rules and regulations set forth by MasterCard. Comdata reports suspected fraud and/or stolen card information through MasterCard's SAFE (System to Avoid Fraud Effectively) program. We receive reporting through SAFE and statistical reports detailing fraud activity throughout the MasterCard network. We also create internal reports that track card activation and number of transactions processed daily.

In addition, all cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. Authorization controls, such as transaction/dollar limits, MCC restrictions and product code restrictions decrease the ability to fraudulently use the services of the card.

Comdata does have the capability to set specific parameters for monitoring activity based up on customer needs. A representative from our Investigative Services

department would work together with a representative from the state or each agency in order to ascertain the requirements and provide a solution.

Comdata can also monitor cards/transactions by various means. The most common thresholds or variables would be dollar amounts, number of daily or monthly attempts, high-risk MCC (merchant classification codes), card number, sub-account (CUST ID), etc.

With the assistance of the State of Idaho, parameters may be established to assist Comdata with the identification of potential fraud. Once potential fraud activity is detected (based upon the parameters), the customer would be notified within the next business day. However, Comdata also relies on our customers to report suspected fraudulent activity to us. Replacement cards can be mailed out within 2-3 days or overnight if requested.

Card Security

All cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. LOST or STOLEN Cards should be reported immediately to Comdata Corporation. Once notified, Comdata will block those cards immediately in real-time to reduce the risk of fraud. Customer service representatives are available 24 hours per day/7 days per week to receive notification of lost or stolen cards. The State can also use the online product iconnectdata.com to cancel cards.

3.6.5 Do you provide protective sleeves and/or user guides for each card issued?

Comdata/TransMontaigne Response

Comdata provides protective sleeves for all cards issued.

3.7 **Pricing/Terms/Rebate**

The following information pertains to Appendix B. Use the following information to complete Appendix B and provide any additional supporting information for pricing listed in Appendix B. Do not include pricing within the Business Proposal, only on Appendix B.

3.7.1 The term of the original contract will be 3 years, with the opportunity for three 1 year renewals, at the State's option. State your pricing methodology and all fees associated with our use of your fuel card program based on this 3 to 6 year contract term.

Comdata/TransMontaigne Response

See Appendix B for details.

3.7.2 Integration of State owned facilities.

Comdata/TransMontaigne Response

See Appendix B for details.

3.7.3 State your payment terms and whether you offer discounts to fleets that pay early. If you offer discounts, please describe discount procedure.

Comdata/TransMontaigne Response

We will comply with the provisions of the State's prompt pay act.

See Appendix B for details for early pay incentives.

3.7.4 (1-3) State your rebates offered, i.e. gall ons purchased, dollars spent etc. Please describe rebate details.

Comdata/TransMontaigne Response

We will comply with the provisions of the State's prompt pay act.

3.7.5 Attach any enhanced services or discounts not otherwise specified.

Comdata/TransMontaigne Response

See Apendix B for details.

3 Proposal Content

Vendors must respond to each question below, in a que stion-and-answer format in the order listed. Incomplete response to any of the following items may render the entire proposal non-responsive.

3.1 **Company and Program (ME)**

3.1.1 Provide a brief overview of your company including:

3.1.1.1 The year it was established.

Comdata/TransMontaigne Response

Comdata Corporate Overview

Comdata is redefining the movement of money and information through technology for businesses, their customers and employees. Comdata has over 37 years of experience in transaction processing and the fueling industry.

Founded in 1969, Comdata has been a premier service provider in the transportation industry f or over three decades. Comdata is a subsidiar y of Ceridian Corporation (CEN on NYSE) and is headqu artered in Br entwood, Tennessee. Comdata also has offices located in Helena, Montana an d Brentwood, Tennessee that w ill serve as t he office locations that w ill be the State of Idaho's point of contact. Comdata is incorporated under the la ws of the Sta te of Mar yland. Comdata serves more than three million cardho lders, transfers more th an $12 billion in funds annu ally for more than 21,000 fleet customers w ho employ more than one million professional drivers. Comdata's fueling network is the largest in North America.

Comdata's philosophy involves listening to our customers' needs to enhance the core business, while also moving beyond the transportation industry with our core competency: enabling businesses to cut costs and improve efficiency in payment services and data transactions through "trust-enabled" protocols that ensure authorization and authentication according to each individual business' rules. Comdata is divided into multiple divisions that come together as a cohesive unit to service our current and potential customer base. Comdata has various business units that make us diverse in all areas of card processing. Business units include Transportation Services, Fleet Services, Business Services, Merchant Services, Regulatory Compliance, Payment Services, Payroll Distribution and SVS (Stored Value Systems).

The Business Services Division represents the Comdata MasterCard Fleet Card product, which is the primary offering for the State of Idaho. The Comdata MasterCard brings many of the conveniences of the Comdata solution to the government fleet environment. Cardholders enjoy the universal acceptance of the MasterCard product along with the additional security and data capture features. The card may also be used in Comdata's proprietary truck stop network. Additionally, Comdata has expanded the Business Services card to include travel and entertainment, procurement and management of mobile fueling, bulk fueling,

onsite and propane, aviation-related fueling and services and other forms of energy purchasing.

Comdata's primary business objective is to be the single-source transaction processing and reporting tool for all energy-related and fleet maintenance purchases for our customers. Comdata excels in building synergies between our company and other third-party vendors to achieve successful partnerships for the benefit of each other and our mutual customers. Today, Comdata processes fueling transactions for all grades of diesel, unleaded, propane, aviation and other fuels through a multitude of purchase methods including our proprietary network of travel plazas, mobile fueling providers, bulk fuel providers, automated card locks and MasterCard locations through a single piece of plastic. In addition, all fleet and/or maintenance procurement activity regardless of grade or purchase method can be provided back to the client in one invoice.

TransMontaigne (TMG) is the dominant, independent provider of 'Supply Chain Management for Fuel'(c) in North America and was established in 1981. TransMontaigne owns and operates significant pipeline terminals and physical assets, including one of the largest and most technologically advanced petroleum product pipeline and terminal systems in North America. TransMontaigne employees provide support for each customer's relationship, backed by strong assets and experienced management.

Overview of TransMontaigne

TransMontaigne is a refined petroleum products distribution and supply company based in Denver, CO with operations throughout the United States. We provide integrated terminal, transportation, storage, supply, distribution and marketing services to refiners, wholesalers, distributors, marketers, and industrial and commercial end-users of refined petroleum products. Our principal activities consist of (i) terminal, pipeline, and tug and barge operations, (ii) supply, distribution, and marketing and (iii) supply chain services.

For additional information on TransMontaigne including financial statements, visit our website at www.TransMontaigne.com.

Overview of TransMontaigne's Supply Chain Services

TransMontaigne's Fuel Supply Chain Services is a comprehensive program providing significant cost savings to public companies, local governments and state governments today. TransMontaigne takes a broad approach to fuel supply, venturing beyond the concept of simply purchasing fuel smarter, by optimizing each aspect of the fuel supply chain. As a nationwide supplier and distributor of petroleum products, we combine our terminal and pipeline operating experience and in-depth knowledge of the fuel markets with a robust technology platform to provide a multitude of services and customize each to your specific needs. The result is a unique product offering with a focus to maximize the cost savings to your organization. TransMontaigne's Fuel Supply Chain Services include:

Tax-exempt retail fuel transactions for state and local governments

- **Realize an after-tax transaction on fu el purchases at retail stations acceptin g the Comdata MasterCard Fleet card**

Product origination and supply

- **Leverages and aggregates TransMontaigne's market experience and technology to provide the most cost effective purchasing on a local level**

Inventory Management

- **Helps to maximize origination opport unities and ensures y ou alw ays ha ve fuel available. As tanks are monito red by TransMontaigne and filled as needed, to our inventory management customers, 'fuel just happens.'**

Web Based Monitoring of Fuel Supply

- **Track your supply chain data online and follow ordering, scheduling, delivery and invoicing of each load**

Invoice Consolidation

- **Receive a single invoice for all y our fuel purchases saving valuable time and resources**

Operations Technical Service

- **Utilize TransMontaigne's engineering exp ertise in selecting your bulk fuel supply assets including automatic tank monitors, dispensers, and pumps**

Environmental Reporting for Fuel Tanks

- **Receive tank and line testing and en vironmental reports w hen y our automatic tank gauging equipment is in cluded in our Inventor y Management program**

Budget Management / Managing Price Volatility

- **Manage fuel price volatility to better budget costs and manage y our commodity risk exposure**

3.1.1.2 The number of fleet customer accounts and active fuel cards.

Comdata/TransMontaigne Response

Comdata has over 21,000 fleet customers and o ver 3 million active fuel cards issued.

3.1.1.3 An organizational chart indicating the names of all persons to be assigned to the contract, their areas of expertise and the percent of time they will be assigned to the contract.

Comdata/TransMontaigne Response

Please see the following organizational chart at the end of 3.1.

3.1.2 Does your company provide other fleet or fuel-related services in addition to fuel card services? If yes, please explain.

Comdata/TransMontaigne Response

Comdata/TransMontaigne offers the following other fleet or fuel related services:

Bulk fueling – TMG/Comdata can provide bulk fuel to state owned sites

Mobile refueling – Comdata/TMG can use it's extensive network of mobile fuelers to provide fuel to the state in case of natural disasters or if the state has grouped vehicles.

Maintenance – The State can now use the Comdata card for maintenance at over 2,680 locations throughout Idaho.

Onsite fueling – Comdata/TMG can interface to the State's existing on-site locations.

Smart Buy – Provide the state with the lowest fuel pricing.

Fleet Team – Provides detail description of maintenance transactions.

Real-time Authorization – View transactions as they happen and if declined reason why and corrective action listed.

Mobile Cell Phone notification of best fuel price – Allows the state to send best and lowest fuel price to drives on the go.

E-Learning – An online program for your employees that provides training and testing on the fleet card program and also gives you feedback on their knowledge.

3.1.3 Are cards used of standard grade plastic and standard magnetic stripe technology, capable of interfacing with standard card reader systems?

Comdata/TransMontaigne Response

The Comdata cards are made of the highest grade plastic and contain the foremost magnetic stripe technology in the industry today.

Comdata can easily interface to the State's existing card readers, or install Comdata's ComSite units. The State-owned site operates much like an unattended card lock solution: Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the

customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like State-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

Dialing in directly to Comdata for authorization will allow the State to specify a month-end closing date, precluding the need for multiple tank stick-readings each month and having to journal and reconcile transactions that do not post until the following month. If the State decides to expand private site usage to other tax-exempt agencies, Comdata will re-bill those other entities on behalf of the State, for no additional fee.

3.1.4 Describe your fuel card program in detail including these minimum requirements:

3.1.4.1 Describe the minimum information required to add a driver and also provide a list of all driver information that may be entered.

Comdata/TransMontaigne Response

Driver ID Requirements

The Comdata Account Code, Comdata Customer ID, Security Code for the authorized user adding the new driver, driver's first and last name, and the driver ID are the fields to be populated.

The minimum for Driver ID numbers is the list of appropriate and valid "Driver IDs". The ID numbers must be all numeric and can contain 1-6 digits. The maximum is 6 digits, but the minimum is just 1 digit. Depending upon the setup, the IDs can be associated directly to the card or can reside in a pool for validation.

In addition to the actual ID number, Comdata can associate the driver name (first & last) to the ID number, so that when the ID is entered at POS, the name is then associated with the transaction in the reporting.

3.1.4.2 Describe the minimum information required to add a card and also provide a list of all card information that may be entered.

Comdata/TransMontaigne Response

Vehicle Card Requirements

Minimum requirements are as follows:

1) Account Code & CUST ID: The authorized user must know the Account Code and CUST ID applicable for ordering the card. If setup online, this information can be pre-populated or have a drop-down selection if multiple Account Codes and CUST ID's apply.

2) Card Purchase Profile: The profiles are setup by Comdata associates, based upon information gathered from the customer. The customer must simply select from a drop-down menu. Card profiles can be "named" for better understanding.

3) Employee Number (which does not necessarily HAVE to be the employee number), it is just a mandated field on the Comdata system. Some customers with vehicle cards simply re-populate the vehicle number, etc. here.

4) Card Name - First and Last . For a vehicle card, this is the word, "Vehicle" or "Plate" and the vehicle number. This information is embossed on the card.

5) Status - The card is shipped either Active or Blocked. It defaults to Active.

6) Card Shipping instructions - We have default selections that are available for the "Attention Name" and address. We pre-populate a default based upon the CUST setup, previous ordering instructions, Corporate Name, etc. so the user can keep the default, select a button for another default address or enter the information free-form.

There are other fields that can be populated with information such as Driver's License Number, Driver License State, VIN, Vehicle Description, License Plate Number, Miscellaneous 1 and Miscellaneous 2 and the information passed in those fields are available on-line and in reporting.

<u>Driver Card</u>

A driver card is assigned to an individual. It is embossed with the person's name and requires a signature in the signature block on the back of the card. The corresponding PIN number entered at the point-of-sale may be used to identify the actual vehicle fueled, accounting information or trip number. Unlike Vehicle Cards, which may only be used at "fuel only" or "fuel and maintenance only" locations, Driver Card use may be expanded to include other merchant category codes, as well, at the discretion of the State. The minimum requirements listed above for Vehicle Cards also apply to Driver Cards.

3.1.4.3 Describe the character space provided and the data that may be imprinted on cards.

<u>Comdata/TransMontaigne Response</u>

The card will be designed specifically for the State of Idaho. The State will have final authority on the design.

The card design for State agencies will include, at a minimum, the following information:

- **The name "State of Idaho" on the face of the cards**
- **The name of the State Agency and Account Number embossed on the face of the card**
- **The phrase FOR OFFICIAL USE ONLY on the face of the card**
- **The phrase TAX EXEMPT on the face of the card**
- **The Contractor's toll free HELP telephone number on the back of the card**

Comdata can print on the card "For Official Use Only" and can print either on the front or back the phrase "Tax Exempt". The back of each card has the 800 tollfree number for customer service.

Embossed Card Information

Driver Assigned Cards

First line of embossing:	**Account Number (16 digits)**
Second line of embossing:	**Expiration Date (4 digits)**
Third line of embossing:	**Cardholder Name (15 characters for first name and 10 for last name)**
Fourth line of embossing:	**Agency or Dept Name (20 characters)**

Vehicle Assigned Cards

First line of embossing:	**Account Number (16 digits)**
Second line of embossing:	**Expiration Date (4 digits)**
Third line of embossing:	**The word "PLATE", VEHICLE", or "UNIT", (plus 15 characters for the License Plate, Unit/Asset number, or a unique Vehicle Number).**
Fourth line of embossing:	**Agency or Dept Name (20 characters)**

The above is suggested information to include for embossing lines, but Comdata will work closely with the State to customize the embossed information.

3.1.4.4 Describe your ability to provide inactive cards for immediate online activation by fleet manager at a later date.

Comdata/TransMontaigne Response

Cards may be shipped in either "Blocked" or "Active" status, with the latter being the default setting. Blocked cards may be activated for immediate use by the fleet manager or an authorized user, either online or via telephone.

The ability to "block" and then unblock a card provides flexibility if a card is misplaced, as it can be reactivated if found without having to reissue the card.

3.1.4.5 Describe your ability to provide various card stocks for different accounts to include any minimum quantities and is there an associated cost.

Comdata/TransMontaigne Response

Comdata offers custom cards and also three colors of our standard card blue, green and red card stock. See card looks at the end of section 3.1.

3.1.4.6 Describe your capabilities to provide multiple cards for a specified vehicle or one card per vehicle.

Comdata/TransMontaigne Response

Comdata can accommodate the State of Idaho with either of the above requests.

3.1.4.7 Describe your capability to provide cards which are not vehicle specific, for miscellaneous use and off-road equipment fuel purchases.

Comdata/TransMontaigne Response

Comdata can issue the State a standard card for miscellaneous and/or off-road equipment use that is not assigned to a specific vehicle. A different color card may be used to make it easier to distinguish between cards.

3.1.4.8 Describe your capabilities of providing non-descriptive cards assigned for covert operations.

Comdata/TransMontaigne Response

Covert Cards

Comdata can assign a unique account number under which cards can be created to accommodate undercover vehicle needs. For example, the State may choose not to emboss a fleet name on the card, and the account instructions may include specific information alerting Customer Service to the special needs of the cardholders, such as information pertaining to the type or name of the account will not be given to station attendants. Should the State so desire, these instructions may be accompanied by a request for a password that must be provided prior to initiating discussions with any one calling on the account. Numbers can be used in place of driver names on monthly reports to help conceal the identity of undercover officers.

3.1.4.9 Describe your capabilities to assign driver personal identification numbers (PIN) to card users, including number length, derivation (algorithm, randomly generated or agency selected), ability to use one PIN with multiple cards and ability to prevent issue of duplicate numbers within an account.

Comdata/TransMontaigne Response

The ID numbers must be all numeric and can contain a minimum of 1 digit or up to a maximum of 6 digits. This would allow the State to use both their existing algorithmic-based 5-digit numbers along with the current 4-digit or 6-digit

numbers used at retail lo cations, if they so choos e. Depending upon the setup, the ID's c an be associated directly to the card or can reside in a pool for validation. The State can select their own ID numbers or have Comdat a randomly generate them. Under either scenario , the sy stem w ill not allow duplica te numbers to be issued within an account or within a Customer ID pool.

In addition to the actual ID number, Co mdata can associate the driver name (first & last) to the ID n umber, so th at w hen the ID is entered at POS, the name is then associated to the transaction in the reporting.

3.1.4.10 Describe your capabilities to provid e services where the purchase of fuel for non vehicle use m ay be captured without recording an odom eter reading. W e wish to capture odom eter readings for all vehicle transac tions but need the capability to purchas e fuel for non vehi cle u se without recording an o dometer reading.

Comdata/TransMontaigne Response

Card Assignments

Comdata can issue cards to vehicles, to drivers, to a unit location or for other modes of transportation. Below is a description of how each w orks along w ith options for each.

A Comdata card can be assign ed to each vehicle, individual or unit in yo ur fleet, enabling the card to track all vehicle, indivi dual or unit activity. A perso nal driver identification number is assign ed to each driver on yo ur Com data acco unt. An y active driver identification number can activate any card on your account and any active card on y our account may fuel an y vehicle or unit. This information, combined w ith the vehicle number an d account number is queried against the Comdata database for verification and, if valid, the transaction is authorized.

Vehicle Cards

The possible prompting options at a Po int of Sale device th at can be assigned t o a Vehicle Card are:

ENCODED VALUE	DESCRIPTION
1	Prompt for Driver # & Odometer
2	Prompt for Odometer Only
3	No Prompts

1. **Driver Nu mber and Odometer Reading — This configuration allows a customer to assign a 'list' of valid drivers to operate each or all vehicles**.

2. Odometer Only —This configuration allows a customer to give custody of a Driver Card to a specific driver who operates the same vehicle every day.

The presumption is that all transactions on the card apply to the vehicle normally assigned to the driver. This provides a degree of customization to the customer's cards precisely matching the operations and reporting needs of the company.

NOTE: This option can be used whenever the security of driver or vehicle number is not critical. Use this option only when odometer collection is desired.

3. No prompting —This option means that no information will be requested from the driver at the time of purchase. It essentially nullifies the dynamics of the product to operate differently at Level III locations. If the customer is not concerned about the fleet aspects of the card, this may be a viable option.

Driver Card

A driver card is assigned to an individual. It is embossed with the person's name and requires a signature in the signature block on the back of the card.

The possible prompting options that can be assigned to a Driver Card are:

ENCODED VALUE	DESCRIPTION
1	Prompt for ID # & Odometer
2	Prompt for Vehicle # & Odometer
3	Prompt for Odometer Only
4	No Prompts

1. Driver Number and Odometer reading — This configuration allows a customer to assign a 'list' of valid drivers to operate each or all vehicles.

2. Vehicle Number and Odometer reading — This option applies to a driver card and is associated with the card and not with the type of transaction or POS terminal. This configuration implies that the driver operates different vehicles. For example, the driver has access to a vehicle pool. Additionally, the vehicle number submitted will be 'captured' not 'validated'.

3. Odometer Only — This configuration allows a customer to give custody of a Driver Card to a specific driver who operates the same vehicle every day. The presumption is that all transactions on the card apply to the vehicle normally assigned to the driver. This provides a degree of customization to the customer's cards precisely matching the operations and reporting needs of the company.

NOTE: **This option can be used whenever the security of driver or vehicle number is not necessary. Use this option when only odometer collection is desired**.

4. No prompting — This option means that no information will be requested from the driver at the time of purchase. It essentially nullifies the dynamics of the product to operate differently at Level III locations.

Off-road vehicles

Comdata suggests that the State assign a miscellaneous card or cards to fuel multiple non-vehicle machines. The agency could assign a description and an asset number for each, therefore, the agency could track the fueling of each one by the description and the asset number assigned. Another option would be for the State to assign miscellaneous cards that would be used to fuel each non-vehicle machine.

Aircraft

The Comdata card is accepted electronically at all Airport Fixed Base Operations (FBO) and Airports in Idaho therefore making it simple for the state to use one card for fueling of both vehicles and aircraft.

Watercraft

The Comdata card is accepted electronically at Marina locations in the state of Idaho.

3.1.4.11 What is the maximum term of your fuel cards? Can cards be issued to cover the three-year term of the initial contract? If we exercise our option to renew after the initial three years, will new cards need to be issued, or can the expiration dates of the original cards be extended?

Comdata/TransMontaigne Response

Comdata can issue cards to cover the initial three year term of the contract and extend the date if the State chooses to renew after the initial three years. Comdata is in the process of receiving a bank charter that will greatly expand the flexibility of setting card expiration dates.

3.1.5 We may, in emergency situations, wish to purchase repair services through use of the charge card. State how your program allows this including capability to limit repair services.

Comdata/TransMontaigne Response

Maintenance and Repair Services

The Com data MasterCard can be opened on a card-by -card basi s to allow purchasing at maintenance an d repair lo cations. The card i s universally accepted and can b e used at an y me rchant that accepts M asterCard. Likew ise, over 2,680 Maintenance locations w ithin Idaho accep t the card. Please see the enclosed Site Listing for a complete listing of Maintenance locations at the end of section 3.1.

Another way for the State of Idaho to ma nage maintenance and emergency roadside service would be with the Comdata Virtual card. The following is a description of the virtual card and how it works.

Virtual Card

The Virtual Card is a "cardless" choice. A virtual card number is used for a very specific, usually one-time application — the number is assigned a specific value and can only be transacted within the customer's preset parameters. The application automatically appends a unique record identifier, invoice number or PO number and accounting data to the MasterCard transaction record. It is especially useful for the State of Idaho's high-volume, low-dollar vendor maintenance transactions when security becomes a primary concern. The result will be a unique solution designed to provide unparalleled security, control and efficiency in managing the payment and invoice reconciliation process for emergency road maintenance. Benefit: Safe, secure, automated transaction processing with accurate cost center allocation for simplified process improvement and cost savings.

A. **Safe, secure, easy Virtual Card Issuance from iConnectData.com**
B. **Complete administrative control w ith purchase restrictions and data management**
C. **User, not merchant, i nputs key purchase data for complete reporting and GL integration**
D. **Simplify b uying pro cess for road servi ce maintenance, tolls, citations an d miscellaneous purchases**

Virtual Card benefits

Purchasing

- **Increase use of procurement tools and policy compliance**
- **Automate the procure-to-pay process**
- **Easily implemented with suppliers**

- **Improve control and eliminates manual P.O. matching**

Finance

- **Streamline reconciliation**
- **Capture key information from the procurement system for seamless integration into the GL**
- **Increase preferred-supplier spend**

Suppliers

- **Receive prompt payment and eliminate PO mismatches**
- **Automate the billing and collection process**
- **Accepted by millions of merchants worldwide**
- **Processing with accurate cost center allocation for simplified process improvement and cost savings.**

Comdata can also provide a virtual card solution that can be integrated into the State fuel management software program system to further control the transaction, assure line item data is pre-loaded and returned on the settlement. With the virtual card solution, cards can be restricted to purchase within the State's designated network. Cards can also be limited to specific dollar amounts, thus controlling unauthorized purchasing.

3.1.6 Transition Plan to offeror's fleet card system.

3.1.6.1 Describe the process of transition and projected dates for phase-in/completion. Provide a detailed implementation plan in accordance with the requirements listed.

Comdata/TransMontaigne Response

Comdata/TMG has years of experience in transitioning accounts from one fleet card vendor to another. Comdata provides a transition plan that allows the least amount of interruption in service and provides for a smooth conversion. In recent months, Comdata transitioned United Parcel Service and their 70,000 cards from a competitor's program to the Comdata card without incident. This was done in a 6-week timeframe.

Proposed Project Work Plan, Transition Plan and Project Narrative

Project Work Plan

Comdata/TMG has prepared a project work plan that documents all activity related for a successful implementation of the retail fleet card program discussed in this proposal. (See the following page for Implementation Plan.) The project plan includes a detailed task list, estimated duration times (based upon an estimated

Implementation timeframe of August 1st – September 31, 2007 start date) and resource assignment. Input from the State of Idaho will be required to finalize the plan, as each implementation has unique needs and qualities.

Transition Plan

Tasks related to a potential transition from one fuel card supplier to another are documented in the project plan. Comdata has had extensive experience with moving very large clients from one or more platforms to a single card system as documented in our references section of this response. Comdata has the flexibility to provide all fueling needs for a client including retail; card lock systems, bulk fueling and mobile fueling through a one-card platform while also providing all data capture elements with the transaction. The transition plan may vary depending upon the urgency of the client and the customer's perception of the implementation. Our combined approach involves the creation of implementation SWAT teams, systematically divided based upon customer structure (i.e. geography, division, department, region, etc.) and led by a project manager(s). Team members are tasked with customer setup, card distribution and employee training. Although not always recommended when dealing with custom cards, it would be possible to transition all fuel cards for the State of Idaho within 6 to 8 weeks. Comdata will work closely with the State throughout the implementation process to allow for an orderly process of onsite card reader conversion.

Project Narrative

Comdata's Customer Relations team has worked very diligently to ensure that the most thorough and comprehensive integration is done for each customer. Brian Truman and Tom Gustin, the Comdata National Account Managers, will lead this team and serve as the primary contact for all account growth. Joining the Account Managers will be a Senior Project Manager, a Systems Engineer and a Senior Customer Relations Representative. Additional team members may be added as needed.

The Comdata National Account Manager is easily accessible and responsible for ensuring that the State of Idaho's goals and performance objectives are achieved on an on-going basis.

Project Manager

The Comdata Project Manager will direct the efforts of the team to accomplish the following:

- **Serve as a single point of contact for the State of Idaho**
- **Oversee the initial implementation plans**
- **Support the State of Idaho and cardholder personnel during the initial program transition, and throughout ongoing day-to-day operations**
- **Educate, recruit or promote program compliance with existing or potential new suppliers.**

- **Ensure all Service Level Agreements are met, including all qualitative and quantitative performance metrics**
- **Function as a State of Idaho advocate within Comdata for day-to-day support needs and escalated problem solving**
- **Proactively communicate with State of Idaho personnel to solicit feedback and input for program improvements, and identify ongoing training needs**
- **Consult with State of Idaho personnel to resolve software, hardware, connectivity and reporting issues.**
- **Recommend solutions for enhanced service, cost savings and program optimization opportunities.**

<u>Responsibilities</u>

The Project Manager will be responsible for a successful implementation effort and will oversee the entire project and serve as liaison between the Comdata customer relations, sales and technical teams, and Idaho counterparts. A Systems Engineer will be partnered with the Project Manager as the projects lead technical liaison.

The project manager and systems engineer will follow through with the entire implementation until all cards are in the field and active and all implementation issues have been resolved. At that time, the Customer Relations team will assume full support of the account.

During implementation, the project manager will create a detailed project plan and supporting documentation to assist the flow of the implementation. Project planning meetings/conference calls will be conducted on a weekly basis (or as needed). The project manager will submit weekly status reports to all members of both teams to keep everyone abreast of the current accomplishments and issues.

The project manager will work with the State of Idaho to develop a card distribution plan, custom collateral (if desired) and will be the main point of contact throughout the initial implementation. The goal of the project team is to make the implementation of the Comdata Team Master Card a success. The team is flexible and will adjust to the needs of the State of Idaho.

Comdata/TransMontaigne is committed to creating a smooth and structured process for account implementation and initial distribution of the fleet cards. Comdata has dedicated a senior project manager to the State of Idaho project in order to facilitate the transition from the existing card provider to the Comdata card. A senior level Customer Relations Representative (CRR) has also been assigned to the account

The Comdata Project Manager and CRR will coordinate all implementation and account setup activities between the companies. The Project Manager will also be responsible for soliciting and securing additional individuals as needed for the team, including technical and reporting resources.

Comdata/TMG has also committed resources to conduct scheduled web casts for training. Web casts will be scheduled for particulars days/times and instructions will be provided for accessing the teleconference and the web site. The web casts will be used as a subsequent method for educating those users/sites that may need additional training or were not available for one-on-one training with the Comdata representatives. Comdata will also record a web cast to be archived for continual access and training.

ID	Task_Name	Duration	Estimated Start_Date
1	**Implementation Planning/Customer Assessment**	4 days	8/1/07 0:00
2	**Determine Account Structure(s)**	3 days	8/4/07 0:00
3	**Determine Card Structure**	3 days	8/4/07 0:00
4	**Reporting**	5 days	8/15/07 0:00
5	**Marketing, Training and Rollout Strategy**	7 days	9/15/07 0:00
6	**Comdata Internal Account Setup**	3 days	8/15/07 0:00
7	**Invoicing and Payment**	4 days	8/15/07 0:00
8	**Reports**	6 days	8/15/07 0:00
9	**Rollout/Implementation of Card order process**	5 days	9/1/07 0:00
10	**IConnectData (ICD) Setup**	7 days	9/15/07 0:00
11	**Card Ordering Process/Distribution**	6 days	8/5/07 0:00
12	**Daily Support and Maintenance**	4 days	9/15/07 0:00
	Total days	60 days	

Above are the main bullet points for Implementation. Please see the enclosed sample implementation plan that includes the detail and each party's responsibilities at the end of section 3.1.

3.1.6.2 Discuss the means of issuing approximately 8,000 cards, assignment of PIN's, distribution etc.

Comdata/TransMontaigne Response

Comdata/TransMontaigne is committed to creating a smooth and structured process for account implementation, PIN number assignment and initial distribution of the fleet cards. Comdata has dedicated a senior project manager to the State of Idaho project in order to facilitate the transition from the existing card providers to the Comdata platform. A senior level Customer Relations Representative (CRR) has also been assigned to the account

The Comdata Project Manager and CRR will coordinate all implementation and account setup activities between the companies. The Project Manager will also be responsible for soliciting and securing additional individuals as needed for the team, including technical and reporting resources.

Comdata has proven success in implementing accounts, cards and PIN numbers using the databases from the State's existing platforms.

Card Issuances and Distribution

The State of Idaho will have several methods for initiating and distributing cards to multiple delivery points. Authorized users can access Comdata's online system to order cards. In addition, the Comdata support team would be available to take calls/emails for card orders.

Comdata ships all card orders via Federal Express, 2-day delivery is standard. If cards are ordered before 11 a.m. Central time, we can have cards delivered within 48 hours. If the cards are ordered after 11 a.m. Central time, then it generally takes 72 hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

For immediate card replacement, each account may have the option of ordering and maintaining cards in "inactive" status, and having authorized agency personnel immediately activate the cards via www.iconnect.com or by contacting customer service.

Based upon our experience with other large fleets, it is recommended that the State of Idaho limit the number of employees that would have access to order cards. With more centralized/managed card control, the number of errors and duplicate cards is reduced. We have implemented processes with other large fleets where all Comdata card orders are coordinated by the support team, so that we can verify the card being ordered is not duplicated in another agency/dept. We understand that when vehicles are moved from location to location within a fleet, the communication is very difficult. We have devised a system to check our entire card file per customer to validate that the card order request is unique and not duplicated. If a duplicate vehicle card is found in another location, we contact the customer to make sure the vehicle card is recorded in the correct location and the cards are blocked/activated accordingly. Comdata is currently working on an automated solution to validate these card orders throughout an entire account.

All Comdata cards are shipped FedEx at no cost to the State of Idaho.

Card Replacement Online – Account Services

Comdata's online product, www.iconnectdata.com provides the State with real-time features and access. Comdata's Account Services option enables users to perform basic account and card maintenance activities such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**

- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**
- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers. Changes/additions/deletions are effective immediately across the entire network.**
- **Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.**

It is important to note Comdata can customize, to each user, the level of access that is available to them based on direction from the fleet manager of each agency. Comdata would recommend a demonstration in person or by web cast of our true Internet-based product. In order to achieve an understanding of its power, one must experience the presentation in person, or by web cast. We do not feel a demo CD does it justice.

Card Assignments

Comdata can issue cards to vehicles, drivers, a unit location or other modes of transportation. Below is a description of how each works along with options for each.

A Comdata card can be assigned to each vehicle, individual or unit in your fleet, enabling the card to track all vehicle, individual or unit activity. A personal driver identification number is assigned to each driver on your Comdata account. Any active driver identification number can activate any card on your account and any active card on your account may fuel any vehicle or unit. This information, combined with the vehicle number and account number is queried against the Comdata database for verification and, if valid, the transaction is authorized.

Vehicle Cards

The possible prompting options at a Point of Sale device that can be assigned to a Vehicle Card are:

ENCODED VALUE	DESCRIPTION
1	Prompt for Driver # & Odometer
2	Prompt for Odometer Only
3	No Prompts

3. **Driver Number and Odometer Reading — This configuration allows a customer to assign a 'list' of valid drivers to operate each or all vehicles**.

4. Odometer Only —This configuration allows a customer to give custody of a Driver Card to a specific driver who operates the same vehicle every day.

The presumption is that all transactions on the card apply to the vehicle normally assigned to the driver. This provides a degree of customization to the customer's cards precisely matching the operations and reporting needs of the agency.

NOTE: This option can be used whenever the security of driver or vehicle number is not critical. Use this option only when odometer collection is desired.

3. No prompting —This option means that no information will be requested from the driver at the time of purchase. It essentially nullifies the dynamics of the product to operate differently at Level III locations. If the customer is not concerned about the fleet aspects of the card, this may be a viable option.

Driver Card

A driver card is assigned to an individual. It is embossed with the person's name and requires a signature in the signature block on the back of the card.

The possible prompting options that can be assigned to a Driver Card are:

ENCODED VALUE	DESCRIPTION
1	Prompt for ID # & Odometer
2	Prompt for Vehicle # & Odometer
3	Prompt for Odometer Only
4	No Prompts

1. Driver Number and Odometer reading — This configuration allows a customer to assign a 'list' of valid drivers to operate each or all vehicles.

2. Vehicle Number and Odometer reading — This option applies to a driver card and is associated with the card and not with the type of transaction or POS terminal. This configuration implies that the driver operates different vehicles. For example, the driver has access to a vehicle pool. Additionally, the vehicle number submitted will be 'captured' not 'validated'.

3. Odometer Only — This configuration allows a customer to give custody of a Driver Card to a specific driver who operates the same vehicle every day. The presumption is that all transactions on the card apply to the vehicle normally assigned to the driver. This provides a degree of customization to the

customer's cards precisely matching the operations and reporting needs of the company.

NOTE: This option can be used whenever the security of driver or vehicle number is not necessary. Use this option when only odometer collection is desired.

4. No prompting — This option means that no information will be requested from the driver at the time of purchase. It essentially nullifies the dynamics of the product to operate differently at Level III locations.

Off-road vehicles

Comdata suggests that the State assign a miscellaneous card or cards to fuel multiple non-vehicle machines. The agency could assign a description and an asset number for each, therefore, the agency could track the fueling of each one by the description and the asset number assigned. Another option would be for the State to assign miscellaneous cards that would be used to fuel each non-vehicle machine.

Aircraft

The Comdata card is accepted electronically at all Airport Fixed Base Operations (FBO) and Airports in Idaho therefore making it simple for the state to use one card for fueling of both vehicles and aircraft.

Watercraft

The Comdata card is accepted electronically at Marina locations in the State of Idaho.

3.1.6.3 Provide samples of required customer, vehicle or equipment, and PIN assignment forms/applications.

Comdata/TransMontaigne Response

Please see the following account template worksheet forms at the end of section 3.1.

3.1.6.4 List and describe training program proposed for initial transition including location, frequency and on-going as-needed training for upgrades and updates.

Comdata/TransMontaigne Response

Comdata Training

Comdata/TMG will provide as many training/orientation sessions, commencing within 10 days of contract award, and on an ongoing basis, as needed, at no charge to the State of Idaho or its agencies. We will also conduct training at strategically located points across the state, as needed.

Employee education will vary depending upon the nature of the customer, their training needs and number of people to be trained. Comdata has a Training Team within our Operations group that can provide one-on-one training.

In addition, Comdata has also committed resources to conduct scheduled web casts for training. Web casts will be scheduled for particular days/times and instructions will be provided for accessing the teleconference and the web site. The web casts will be used as a subsequent method for educating those users/sites that may need additional training or were not available for one-on-one training with the Comdata representatives. Comdata will also record a web cast to be archived for continual access and training.

E-Learning

This product came about from agencies and customers wanting their drivers to be trained on the Comdata fleet card program and wanting to see if they really understood the product and all the tools to manage their own accounts.

Comdata has a real-time internet product called IConnectdata.com that customers can use for all their account management function, gathering reporting, and access to other real time tools. Beyond having access to a help section that describes each section and function the new E-Learning tool actually is now in audio and walks the customer/driver through each module of the internet product. With E-Learning the fleet manager can receive a list of who has went through the E-Learning process and which modules they have completed, how long it took them to go through each and it also has a test at the end. Again the fleet manager can receive a report showing the score of each person and which questions they missed so they can then have that customer/driver go though that section again.

Please see, at the end of section 3.1, the following "Quick Start" guides that Comdata uses for training purposes.

Those involved in the employee education and training would be the following. Here is also a bio on each one of them.

Tom Gustin

Along with Brian Truman, Tom Gustin will be the National Account Manager assigned to the State of Idaho. Based in Helena, Montana, Tom has over 28 years of government experience with the Department of Administration, including 12+ years of managing the State of Montana Vehicle Fueling Program and 7 years managing the State of Montana Purchasing Card Program. Tom conducted Purchasing and RFP training classes on behalf of the State Procurement Bureau and single-handedly marketed the State's fueling program to political subdivisions of the State of Montana, adding 340 tax exempt fleet accounts to Montana's fueling program.

Brian Truman

Brian Truman will assist Tom Gustin as the National Account Manager assigned to the State of Idaho. Brian has over 16 years of experience in the fleet card business

with 15 y ears strictl y dedi cated to government accounts. He has vast experience with all facets of the gover nment process fro m implementation to acco unt management. Brian has been active in sever al of the organizations involved w ith governments and is a regular attendee at the National Associat ion of State Procurement Officials (NASPO) conferen ce and the National Conference of St ate Fleet Administrators (NCSF A) conference, where he has b een a board member an d has been a frequent presenter. In fact , the NCSFA looks to Brian for being the expert in the field of governm ent accou nts w ith regards to the fleet c ard industr y. Brian is ver y familiar w ith the State of Id aho account having been the Government Account Manager for both Gascard and Wright Express before moving to Comdata.

Rebecca Appleton

Rebecca Appleton is the Vice Pr esident over the Implementation Project Management team and has over 10 years of Project Management Experience, over 6 years with Comdata. Rebecca has extensive knowledge of all MasterCard platforms, particularly MasterCard fleet and its re lationship with government implementations. She is experienced w ith large fleet impl ementations and has implemented multiple fleets in excess of 20,000 vehic les. She implemented the Indiana Department of Transportation for Comdata. Rebecca w ill be the Project Manager for the Sta te of Idaho and w ill be responsible for a su ccessful implementation effort and w ill oversee the entire project and serve as liaison betw een the Comd ata/customer relations, sales and technical teams, and Idaho.

Ricky Johnston

Ricky Johnston is the Comdata public sector Account Coordinator and will be responsible for customer service on a daily basis once the account has been implemented. Ricky will also be involved in the implementation from the beginning so he will be associated with all the process for the State of Idaho account. Ricky Johnston began his career at Comdata in October 1980 and has held a variety of roles, all revolving around supporting customers. Ricky has extensive knowledge of Comdata MasterCard products, particularly MasterCard Fleet. Ricky has experience implementing large fleet accounts and was the core support representative for Coca-Cola Enterprises and Pepsi and Frito Lay all large fleets with vehicles numbering greater than 20,000. Ricky is located in our corporate office in Brentwood, TN.

Randy Morgan

Randy Morgan, Senior VP & GM, Business Serv ices Division, Comdata Corporation. Randy h as w orked for Comdata since 1981 a nd h as held n umerous positions. He started out as a National Account Manage r in 1981 and is now the Senior Vice President over the Comdata MasterCard product. He h as been responsible for the tremendous growth of the Comdata card. He has been instrumental in bringing over many large account s from our competitors such as Federal Express, United Par cel Service, Coca Cola and Pepsi along w ith many oth ers. He has been involved in all aspects o f the sales and im plementation pr ocess. He has over 24 years of experience.

Rick Eaton

Rick Eaton, Executive Vice President, TransMontaigne Product Services Inc. (TPSI) Rick has gained 18 years of experience in commodity markets, focusing on petroleum products over the past 8 years. He has developed solutions in supply, distribution and trading throughout his career. Rick's strong knowledge of the fuel supply chain makes him an ideal leader for TransMontaigne's Fuel Supply Chain Services product offering and an excellent resource for TPSI's clients.

State Customer meetings

Comdata/TMG has a six-step approach in meeting with our customers to make sure we develop a true partnership.

1. **Comdata/TMG will meet with the State of Idaho immediately after being awarded the contract, at the State's discretion, to start the implementation timetable.**

2. **Comdata/TMG will hold weekly conference calls or as needed with the State personnel while we are implementing the program. Comdata will hold training sessions around the state as needed**

3. **Comdata/TMG will conduct quarterly reviews with the state to go over strategies and other ways to help the State save taxpayers money.**

4. **Comdata/TMG will hold a yearly meeting with all State fleet or agency representatives in each of the departments. Comdata is willing to hold meetings at locations around the state at the start of the program and on a yearly basis or more often if needed.**

5. **Comdata has set up a yearly advisory group wherein we will bring in our government customers to help us move forward in launching new products and services into the market place.**

6. **Comdata will also send the State the monthly Comdata news, which highlights features, products, and services that are available to the State.**

3.2 **Acceptance (ME)**

3.2.1 Provide a list of accepting fuel suppliers with the following information:

a) Vendor names and locations of sites available in the State of Idaho.

Comdata/TransMontaigne Response

Fuel Site Coverage

The Comdata MasterCard offers and allows drivers to purchase fuel at over 177,000 fuel locations nationwide. The Comdata card is accepted in all 50 states along with Canada and Mexico. In addition to acceptance at MasterCard locations, our fuel card is also accepted at approximately 8,000 - 10,000 truck stops and travel centers across the United States and Canada.

The attached listing, at the end of section 3.2, shows approximately 1,033 fuel locations including marina and aviation within the state of Idaho that accept the Comdata card. The Comdata card can be used to purchase any type of Unleaded gasoline, Diesel fuel and any alternative fuels including E-85, Bio Diesel, CNG, and Propane etc. Since Comdata has universal acceptance we have numerous Fueling and Maintenance locations in each county and city in Idaho, many that are available 24/7. Comdata has provided a separate list for fuel and maintenance acceptance locations. ***Note: Comdata has scrubbed the site listings in attempt to eliminate duplicates, please consider applying this standard to all offerors' proposals for an accurate evaluation of site coverage.***

The Comdata card has universal acceptance and is accepted at any location that accepts MasterCard. At this time we are not aware of any fueling brands, suppliers or networks in Idaho that do not accept the Comdata card. Again, Comdata has numerous Fueling and Maintenance locations in each of the counties and cities in Idaho.

The State of Idaho will have the ability to purchase gas and diesel products at a much wider variety of merchant locations than under other card platforms, especially at independent stations that either do not accept the competitors' cards or participate in other competitors' tax program for exemption on gasoline and diesel fuel.

Also, the State may consider that, in extreme rural areas, the likelihood of an independent station accepting a Comdata MasterCard is much higher than accepting a competitor's proprietary card.

Less Interchange Rate - We offer a greater economic benefit to the State through an interchange rate that is nearly half of that of the competitors. This is better for merchant relations for the State and allows for the State's volume to leverage strategic supplier discounts. Comdata MasterCard rate is between 1.8 and 2 percent.

With the Comdata MasterCard, Comdata can provide the State with acceptance at Level III sites only, if the State so chooses. All accepting locations either provide or

have the ability to provide Level III reporting. Comdata can set parameters for the State so that transactions at any other site level will be declined. As an industry standard there is no other fleet card vendor that can provide the State with a 100 percent Level III network. Also, the State may consider that, in extreme rural areas, the likelihood of an independent station accepting a Comdata MasterCard is much higher than accepting a competitor's proprietary card.

Canadian Coverage
The Comdata card is accepted at 23,593 locations in Canada thereby eliminating the need for a separate card or dual card program.

Aviation and Marina
The card is also accepted at 15 aviation, and 32 marina locations in Idaho. With the Comdata card accepted at the Aviation Fixed Base Operations in Idaho, the State would not need a separate card for aviation fueling.

Listed are some of the brands that accept the card in Idaho.

Exxon/Mobil	**Stinkers**
Shell Oil	**Maverik**
Texaco	**7-Eleven**
Chevron	**Albertsons**
Tesoro	**Mirastar**
Texaco	**Sinclair**
Numerous Independents	

b) Provide a summary (totals) of locations in states outside of Idaho.

Comdata/TransMontaigne Response

Acceptance for the surrounding states is as follows:

Montana	**Fuel**	**1,383**	**Maintenance**	**1,730**
Oregon	**Fuel**	**3,548**	**Maintenance**	**4,904**
Nevada	**Fuel**	**1,839**	**Maintenance**	**2,374**
Utah	**Fuel**	**2,240**	**Maintenance**	**3,114**
Washington	**Fuel**	**6,000**	**Maintenance**	**7,420**
Wyoming	**Fuel**	**896**	**Maintenance**	**957**

The Comdata card has universal acceptance and is accepted at any location that accepts MasterCard.

The State of Idaho can purchase their gas and diesel tax exempt, where the appropriate level of fuel data is provided.

c) Provide a list of accepting locations in Canada.

Comdata/TransMontaigne Response

Canadian Coverage

The Comdata card is accepted at 23,593 locations in Canada thereby eliminating the need for a separate card or dual card program.

The closest two provinces of Alberta and British Columbia have 2,600 and 3,100 sites respectively.

d) Vendors that are currently installed with electronic systems.

Comdata/TransMontaigne Response

Our listing shows approximately 1,033 fuel locations within Idaho that accept the Comdata card. The Comdata card can be used to purchase any type of Unleaded gasoline, Diesel fuel and any alternative fuels including E-85, Bio Diesel, CNG, and Propane etc. Since Comdata has universal acceptance we have numerous Fueling and Maintenance locations in each county and city in Idaho, many that are available 24/7. Comdata has provided a separate list for fuel and maintenance acceptance locations. *Note: Comdata has scrubbed the site listings in attempt to eliminate duplicates, please consider applying this standard to all offerors' proposals for an accurate evaluation of site coverage.*

e) The products and services available at each site.

Comdata/TransMontaigne Response

Comdata has provided accepting locations in every town in Idaho and the card is also accepted, if the State so chooses, at thousands of Maintenance locations as well.

f) The hours of operation, with an indication of the 24 hour a day seven days a week sites.

Comdata/TransMontaigne Response

The Comdata card has universal acceptance and is accepted at any location that accepts MasterCard. At this time we are not aware of any fueling brands, suppliers or networks in Idaho that do not accept the Comdata card. Again, Comdata has numerous Fueling and Maintenance locations in each of the counties and cities in Idaho.

3.2.2 Explain your company's ability, the process and time period involved to add vendors either at the State's or a vendor's request . What are the associated costs to th e vendor?

Comdata/TransMontaigne Response

Comdata has the ability to add vendors to the network at the request of the State. A site can be added within 72 hours. (Please see the following page entitled "Request a site to be added" form at the end of section 3.2.) Comdata would issue a site number to the merchant and they would be added to our proprietary network whereby the equipment dials directly into Comdata for all authorization and data capture. With the universal acceptance of the Comdata MasterCard, costs are generally minimal or non-existent depending upon the merchant equipment.

3.2.3 Is your card accepted for mobile refueling and/or card-lock locations?

Comdata/TransMontaigne Response

The Comdata card is accepted by over 80 different mobile refueling companies.

The Comd ata card is accepted at Pac Pr ide and most CFN locations along with certain independent card-lock locations.

3.2.4 Do you provide custom ers with web based and/ or hard copy site directories? W hat formats are available for web based site di rectories? How often are they updated and how are update notifications deliv ered? Do you provide the ability to perform an online site search?

Comdata/TransMontaigne Response

Merchant Locator

The State of Idaho can view Idaho fuel site locations by going the Comdata Merchant locator which is a database of retail fueling merchants that process the Comdata MasterCard with enhanced data reporting. The database is derived from Comdata's current customer transaction history. Each time a Comdata MasterCard is used at a site, Comdata captures the location information for that transaction and updates the Merchant Locator accordingly. Comdata also captures and publishes the fuel price per gallon per product type (unleaded, diesel, unleaded premium, etc.) based upon the last transaction that was processed at a location. Users can search for merchants by oil brand, address, city, state, zip, fuel type, reporting type, etc.

3.2.5 Describe the m apping and routing tools you of fer to help drivers find the best fuel prices.

Comdata/TransMontaigne Response

Smart Buy

Comdata's customer s w anted help to find the best fuel price in their areas and wanted C omdata to help w ith discounts. We teamed w ith OPIS (Oil Price

Information Service) , the w orld's most w idely accepted fuel price benchmark for supply contracts and competit ive positioning to develop th e Smart Buy site. Smart Buy is a part of our real-time online product.

Comdata's Smart Buy Fuel System gives you greater control of your fuel cost by helping you make better fuel buying decisions. With this system, you can find the best-priced stations, provides data to negotiate discounts and benchmark fuel purchases for your fleet. The Smart Buy Fuel System displays OPIS pricing for regular unleaded gasoline and diesel, by retail station for the entire United States. Using several search options, you can obtain a list of stations by state and city or for a specific zip code, within a three, five or 10-mile radius. Your search results will show all the locations on a map and a list of locations in order by price. You can also obtain rack-to-retail margins meaning the margins each locations is charging giving you key information to negotiate discounts with chains and individual stations.

What separates us from our competitors is that we provide the 90 day margin history for each day and each site so you and Comdata can leverage and negotiate discounts.

3.3 **Customer Service/Account Maintenance(ME)**

3.3.1 Is account maintenance available online in a web-based format? Does it enable fleet managers to make changes to fleet data in real time, with changes effective immediately? What data can be changed online?

Comdata/TransMontaigne Response

Comdata's online product, www.iconnectdata.com provides the State with real-time account management and transaction data access to adequately meet the need of the State and its participating agencies. Comdata's Account Services option enables users to perform basic account and card maintenance activities in real-time such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**
- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers. Changes/additions/deletions are effective immediately across the entire network.**
- **Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.**
- **User Profile: This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.**
- **Change Address: This function allows an authorized user to change invoice and physical address information about your account.**

It is important to note Comdata can customize, to each user, the level of access that is available to them based on direction from the fleet manager of each agency. Comdata would recommend a demonstration in person or by web cast of our true Internet-based product. In order to achieve an understanding of its power, one must experience the presentation in person, or by web cast. We do not feel a demo CD does it justice.

Also, each of the above functions can be accomplished by emailing or calling your Customer Relations Representative or calling our customer service department. Changes via www.iconnectdata.com are immediate and are performed in a real-time environment.

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to rely on batched information from end-of-shift data, therefore providing better and immediate control over the data processed and reported.

One important feature of the ability to view authorizations and declines in real-time is, if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish.

3.3.2 Describe the process, time period involved and required information to establish new accounts.

Comdata/TransMontaigne Response

During the implementation phase, new account requests may be emailed to the Implementation Project Manager; requests following the implementation period may be emailed to the Customer Relations Representative assigned to the State. Comdata has Tom Gustin, Public Sector National Account Manager, will serve as the primary contact for all account growth. Tom is located in Helena, Montana but will spend many days and weeks in Idaho helping with implementation and marketing the contract to the other municipalities in the state. Comdata will assign an inside sales person responsible for assisting in the addition of new accounts.

Minimal information (account name, address, Federal Tax ID, etc.) is required to initiate the process. The time frame involved depends on the timeliness of each agency providing the required data.

3.3.3 Describe your ability to distinguish separate divisions for a single account.

Comdata/TransMontaigne Response

Comdata offers the greatest flexibility of account hierarchy in the industry today through the use of "CUSTOMER ID" divisions within an Account Code. The State will have the ability to set multiple purchase profiles, Driver ID restrictions, velocity checks and real-time restrictions within each CUST-ID to provide for the orderly administration of accounts and sub-accounts.

3.3.4 Describe your ability to provide toll-free access to a customer service department that is staffed 24-hours a day, 7-days a week to answer questions, resolve problems, etc.? Does your program provide a representative of the company that will be responsible for providing assistance to the state for all electronic data transfer?

Comdata/TransMontaigne Response

Customer Service Department

Customer Service support is available 24 hours per day, 7 days per week, 365 days a year through our customer service department. Customer service can handle all issues for the State of Idaho fleet. These associates are be available during business hours for basic customer support needs and as a backup to the primary National Account support team. These associates are also available for after-hours support. The customer service department is staffed based upon call volume. There may be as few as 15 associates or as many as 40 associates per shift. Associates are added as our customer base and call volume expands. When new accounts are implemented, we estimate the influx of call volume before the "go live" of that customer and make staffing increases accordingly. The customer service department can be accessed via a toll free telephone number.

Technical Representative

Comdata assigns a technical representative to all accounts once implementation has begun. Comdata currently has customers that map data to Maximus, Fleetanywhere and a variety of fleet management systems including prominent brands and programs developed in-house. Comdata also works with the State in the pre-implementation process to provide reportings.

Customer Relations Representative

Comdata will assign a team within Comdata's Customer Relations department that will be instrumental in the implementation and long-term support of the account. The customer relations team will consist of a Senior Customer Relations Representative (CSR) and a lead Technical Relationship Representative (TRR). Comdata associates may be added to the team as warranted by the account. This team would be dedicated to the customer and would be available during normal business hours (6:30 a.m. – 5:30 p.m. Central time) to assist with customer needs. Based on those customers needs we will look at extending the hours to meet the State of Idaho's time zone. Customer Relations Representatives can be reached via toll free number, direct business line, fax or email.

3.3.5 Describe your transaction dispute process.

Comdata/TransMontaigne Response

Dispute Policy

Comdata has a dispute process for charges that may be questionable or fraudulent. Upon reviewing the Card transaction detail, the State of Idaho may register a dispute by using the online system or may call customer service to research a questionable purchase. If the State of Idaho chooses to dispute the item, then the following procedures are enacted.

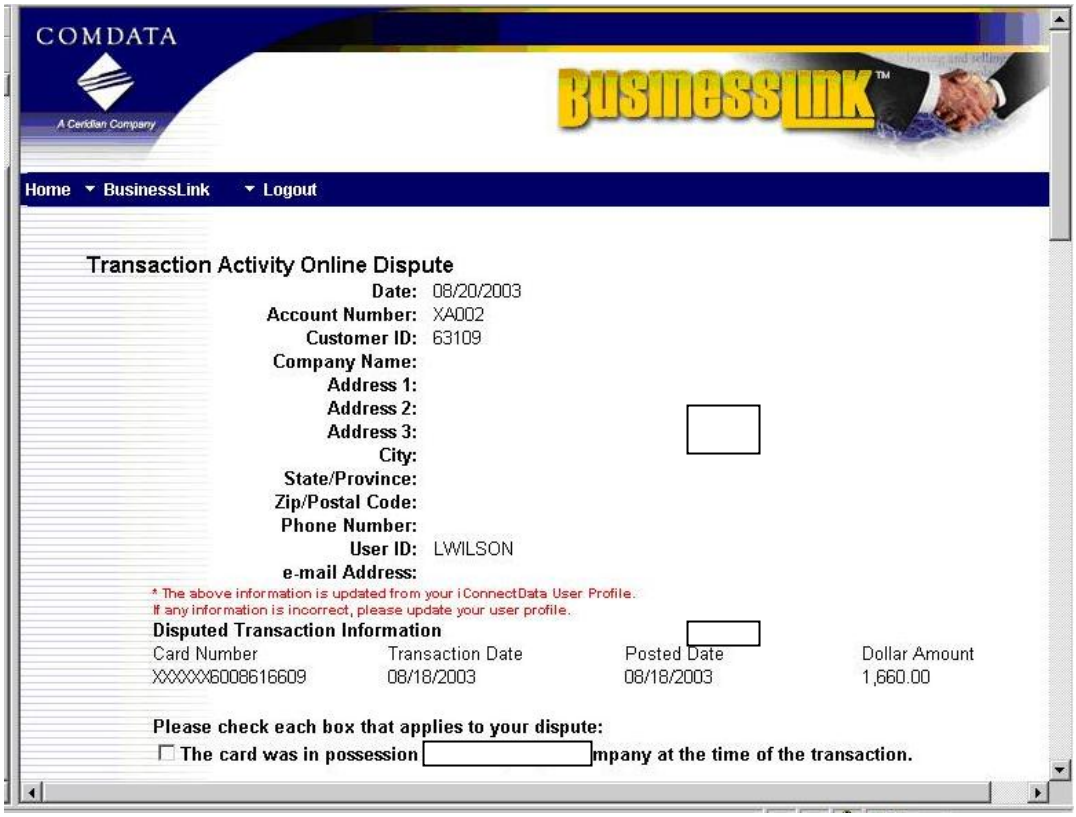
The State of Idaho must notify Comdata in writing of any disputed item on the State of Idaho billing statement within sixty (60) days from the date of the statement, or it will be deemed undisputed and accepted by the State of Idaho.

If there is a dispute on a transaction, the cardholder will contact (send statement /form) their management or project manager of the card program after they have tried to resolve the issue. The management or project manager can then go online and issue a dispute on the transaction or fax the following form to Comdata. The disputed charge is to be paid to TransMontaigne while in dispute. This will avoid late fees and wasted time between client's accounts payable and TransMontaigne credit dept. When a resolution is resolved, a credit will be issued to that account and a letter or a call will be made to the project manager.

Register Dispute Online

As has been mentioned the State may also wish to register the dispute through the Comdata Internet product called Iconnectdata.com. Below is a screen shot of what the page looks like along with instructions.

1. **On www.iconnectdata.com you can dispute charges.**
2. **Key in username and password**
3. **Go to the Transaction Activity Key in Account Code and Select " Transaction Date" as Date**
4. **Type Submit**
5. ***After Submit, displayed will be all transaction detailed selected for the selected date range.***
6. ***With mouse, place cursor over transaction "Posted Date" and left click once. This will take you to the disputed section of the process.***
7. **Fill out the form and complete issues.**
8. **Once you submit again, the dispute is filed and will be reviewed by Comdata.**



3.3.6 Describe the additional account management services offered by your company.

Comdata/TransMontaigne Response

Other Distinguishing Benefits to Manage Fleet Costs

Some other advantages that would help reduce the State of Idaho's fleet costs include these following areas:

CARD ACCEPTANCE

1. **Better rural coverage and merchant relations because:**
    d. **Merchant fees are about half of the competitor's proprietary card**
    e. **Most widely accepted business-to-business card worldwide**
    f. **Merchant receives full settlement for the transaction as TransMontaigne applies for the taxes instead of the station or wholesaler**
2. **Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel**
3. **Card is widely accepted at Marina and Aviation locations thus no need for dual cards.**
4. **Card is accepted in Mexico and Canada, thus precluding the need for dual cards or programs.**

MAINTENANCE PURCHASES

1. **Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.**
2. **Comdata has the ability to pass line item data from maintenance locations for comprehensive reporting of service, parts and labor provided**
3. **State is not bound by a $75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.**
4. **The Comdata card can be used as a "virtual card" for expenditures.**

TAX EXEMPTION

1. **Appropriate Federal Excise Tax on gasoline and diesel are exempted at the transaction level as applicable, not posted as a lump sum credit in the month following.**
2. **Fuel taxes can be exempted at accepting merchants including independent fuel merchants.**
3. **TransMontaigne files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale.**

ACCOUNT AND DATA MANAGEMENT TOOLS

1. **Smart Buy-- an online tool showing the least expensive retail and wholesale pricing in real-time, across the state and country.**
2. **Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc.**
3. **Comprehensive data capture and reporting for both vehicle cards and driver cards.**
4. **Can interface with mobile re-fuelers to capture data from fueling at remote locations.**
5. **Technical services support provided.**
6. **Ability to assign General Ledger coding to transactions and map the corresponding data to the agency's financial system.**
7. **Comdata provides 15 levels of Hierarchy and reporting.**

CONTROLS

1. **Cards can be reassigned/moved between accounts without having to reissue plastic.**
2. **Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet.**
3. **Controls allow for a one-time override with automatic reset to previous levels.**
4. **Both soft-limits and hard-limits may be applied on the same card**
5. **All authorizations and transactions—on-site and retail--are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing."**
6. **Comdata process all transactions internally providing more control and accurate data.**

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

Under most current systems, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. Real-Time Authorizations is also useful in monitoring specific users for compliance.

Smart Buy

Comdata's customer s need ed help to find the best fuel price in thei r areas and wanted C omdata to help w ith discounts. We teamed w ith OPIS (Oil Price Information Service) , the w orld's most w idely accepted fuel price benchmark for supply contracts and competit ive positioning to develop th e Smart Buy site. Smart Buy is a part of our real-time online product.

Comdata's Smart Buy Fuel Syst em gives y ou greater control of y our fuel cost b y helping y ou make better fuel bu ying d ecisions. With this sy stem, you can find the best-priced stations, negotiate discoun ts and benchmark fuel purchases for your fleet. The Smart Bu y Fu el System displa ys OPIS pricing for regular unleaded gasoline and diesel, b y retail station for th e entire United States. Using seve ral search options, you can obtain a list of stations by state and city or for a specific zip code, w ithin a three, five or 10-mile radius. Your search results w ill show all the locations on a map and a list of locations in order by price. You can also obtain rack-to-retail margins for each location gi ving you key in formation to negotiate discounts with chains and individual stations

E-Learning

This product came about from customers wanting their drivers to be trained on the Comdata fleet card program and wanting to see if they really understood the product and all the tools to manage their own accounts.

Comdata has a real-time internet product called IConnectdata.com that customers can use for all their account management function, gathering reporting, and access to other real time tools. Beyond having access to a help section that describes each

section and function the new E-Learning tool actually is now in audio and walks the customer/driver through each module of the internet product. With E-Learning the fleet manager can receive a list of who has went through the E-Learning process and which modules they have completed, how long it took them to go through each and it also has a test at the end. Again the fleet manager can receive a report showing the score of each person and which questions they missed so they can then have that customer/driver go though that section again.

Best fuel price by Cell Phone

Comdata, using the fuel pricing data received on a daily basis through their Smart Buy product, will now be able to send directly to a driver in the field via a GPS-equipped cell phone, where the lowest price fuel is location nearest to that driver. Working with a cell phone company the fleet manager can view Smart Buy and see where the lowest fuel price is that day in the driver's area and then select a button and the phone that then sends a text message to the driver about the location to purchase fuel.

MasterCard Enhanced Merchant Data Reporting (EMR)

The State will have the ability to track purchases from socio-economic categories and other demographic profiles of the organization's merchant base with MasterCard EMR. The web-based application provides comprehensive purchasing card transaction data with regular updates that enable organizations to view and download critical data in customized formats, including:

A comprehensive merchant category profile with information on 1099 status, business owner (e.g. minority-owned, woman-owned, or disabled-owner) and whether a company is a small business, disadvantaged, or has a specific certification

Other critical data like total spend, average ticket size, industry sector spending, man-dated supplier spend and large ticket spend that can help an organization manage its purchasing operations

Reports are available as PDF files, or in files that can easily imported into a database.

EMR is refreshed on a monthly basis and merchant and transaction data are retained for a rolling 16-month period; completed reports and files are maintained on the site for 3 months. To ensure accuracy of merchant socio-economic data, EMR uses validated data on over 14 million merchants supplied by.

MasterCard has ongoing activities in place to ensure tax identification data is verified, accurate, and consistent and delivered in a timely manner. MasterCard works with Acquirers to review validate and correct this information on a quarterly basis.

MasterCard has applied to become a QPCA designated payment card organization

to better serve its customers in soliciting accurate merchant data. As a QPCA, MasterCard will have the authority to act on behalf of cardholders and merchants, will undertake TIN solicitation activities, participate in the IRS TIN Matching Program and provide IRS validated merchant data wherever possible.

3.3.7 Do you provide regularly scheduled busine ss reviews to identify usage and volum e levels, trends, issues and educational/ communication opportunities? How frequently are business reviews schedul ed? How would you use this inform ation for cost reduction and other benefit to the State?

Comdata/TransMontaigne Response

State Customer meetings

Comdata/TMG has a six-step a pproach in meeting with our customers to make sure we develop a true partnership.

1. **Comdata/TMG will meet with the State of Idaho immediately after being awarded the contract at the State's discretion to start the implementation timetable.**

2. **Comdata/TMG w ill hold w eekly conferen ce calls or as needed w ith the State personnel w hile w e are imple menting the program. Comdata w ill hold training around the state as needed.**

3. **Comdata/TMG will conduct quarterly reviews with the State to go over strategies and other ways to help the State save taxpayers money.**

4. **Comdata/TMG will hold a yearl y meeting w ith a ll State fleet or agenc y representatives in each of the departments. Comdata is willing to hold meetings at locations around the state at the start of the program and on a yearly basis or more often if needed.**

5. **Comdata has set up a year ly adviso ry group w herein w e w ill bring in our government customers to help us move forw ard in launching ne w products and services into the market place.**

6. **Comdata w ill also send the State th e monthl y Comdata ne ws, w hich highlights features, products, and services that are available to the State.**

3.3.8 State whether any of your program services are outsourced to another company. If yes, what are those services? What is the company name and where are they located? If the outsource company fails, will those services revert to your company? How will that be accomplished?

Comdata/TransMontaigne Response

Comdata and TransMontaigne partner together. The services TransMontaigne provides is to handle the tax exemption process which is vitally important as we do not push the responsibility for tax exemption back on to the merchant, therefore having greater acceptance and a happier supplier network. TransMontagine is also responsible for invoicing and reporting; Comdata handles all other services. We do not outsource any other fueling service to another company.

3.4 **Purchase Controls (ME)**

3.4.1 Describe, in detail, how your program helps fleet managers monitor and control purchases.

Comdata/TransMontaigne Response

The Comdata/TransMontaigne solution provides fleet managers with opportunities to maximize the value of the tax-supported dollar through a variety of real-time controls and reporting. These features include:

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

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Daily Exception Emails

At the direction of each authorized users can be setup to receive daily exception reporting from iConnectData.com, via email. The reports display transaction information for exceptions on reporting levels product type, high-grade fuel purchases, etc. The report can be automatically emailed to various users and contains an Excel spreadsheet attachment detailing the exceptions.

Comdata is continually adding features and tools to the web portal www.iconnectdata.com based on suggestions and functionality suggested by our customers. "Site Feedback" requests may be submitted online and in communications with the Customer Service team.

CARD ACCEPTANCE

1. **Better rural coverage and merchant relations because:**
    a. **Merchant fees are about half of the competitors' proprietary cards**
    b. **Most widely accepted business-to-business card worldwide**

c. **Merchant receives full settlement for the transaction as Comdata applies for the taxes instead of the station or wholesaler**

2. **Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel.**
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MAINTENANCE PURCHASES

1. **Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.**
2. **Comdata has the ability to pass line item data from maintenance locations for comprehensive reporting of service, parts and labor provided.**
3. **State is not bound by a $75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.**
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TAX EXEMPTION

1. **Appropriate Federal Excise Tax on gasoline and diesel are exempted at the transaction level as applicable, not posted as a lump sum credit in the month following.**
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3. **Comdata/TransMontaigne files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale.**

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7. **Comdata provides 15 levels of Hierarchy and reporting.**

CONTROLS

1. **Cards can be reassigned/moved between accounts without having to reissue plastic.**
2. **Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet.**

3. **Controls allow for a one-time override with automatic reset to previous levels.**
4. **Both soft-limits and hard-limits may be applied on the same card.**
5. **All authorizations and transactions—on-site and retail--are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing."**
6. **Comdata process all transactions internally providing more control and accurate data.**

3.4.2 Describe the system of controls and limits as dictated by card including, but not limited to, the following:

h. Gallons or dollars per transaction/day/month or number of transactions.
i. Geographic restrictions.
j. Fuel-type restrictions.
k. Dollar and/or product code limits for non-fuel merchandise, service and maintenance.
l. Explain the resulting process if controls are exceeded (decline, notification, etc.).
m. Explain the means of immediate modification or override of controls.
n. Describe system flexibility in structuring of customer accounts/controls.

Comdata/TransMontaigne Response

Card Controls/Purchasing Limits

The Comdata MasterCard offers the flexibility of card level control. There are virtually no limits regarding the number of controls allowed per card. Individual cards can have unique setup, limitations and restrictions. Comdata can also establish limits by sub-account (CUST ID) or by customer standards within a CUST ID. For example, a CUST ID may have various company standards based upon vehicle type. For example, a standard established for a Dept. of Fish & Game truck may be able to purchase up to $500.00 per day, and a State Dept. of Education sedan may have a standard that allows for purchases of up to $50.00 per day. Both company standards can reside in the same CUST ID.

Comdata has defined the most common limits/restrictions. Please note that all restrictions and features can be controlled at the card level, account code level or CUST ID setup.

Fleet Card Purchasing Limits:

Fleet cards can be restricted by MCC (merchant category code). A card can be completely open to purchase at any MasterCard location or can be restricted to a specific location type such as service stations. Purchase limits can also be set at the MCC level. For example, a driver may be able to purchase $50.00 per day at 5541/5542 locations (service stations), but may only be able to purchase $25.00 per

day at auto repair facilities. Also, a driver may have a limit of $10.00 for car wash, $25.00 for oil change and $200.00 for tires. The dollar amounts may vary by card, by MCC or a variety of ways. *There is no minimum purchase threshold amount such as $75.00 dollars for maintenance.*

The Card Can Also Be Restricted to the Following Categories:

- **Fuel Only – A fuel only restriction limits non-fuel purchases, as a restriction code is embedded into the magnetic stripe that declines the non-fuel transaction at the point-of-sale.**
- **Fuel and Maintenance – A fuel and maintenance card is designed primarily for fuel purchases and minor low cost maintenance repair items such as oil, car washes, windshield wipers, etc.**

Additional Limits and Restrictions Can Be Applied to the Cards:

- **Transaction limits – Cards can be restricted to a set number of transactions per day or a set dollar amount per transaction. Thus, a driver may not be able to make a purchase to exceed a specific dollar amount.**
- **Daily purchase limits – A total purchase amount for the day can be setup on the card**
- **Cycle purchase limits – Purchase limits can be set within a cycle time (weekly, daily, monthly), so that a driver can only make a set number of purchases within the cycle.**
- **Block weekends/hours – Cards can be restricted to only allow purchases on specific days or hours within a day. Weekend purchases (either Saturday or Sunday or after normal working hours) can also be blocked.**
- **Level 3 Only – Cards or accounts can be restricted to Level 3 merchants only. Should a transaction be attempted at a location that does not provide authorization prompts, the card will be declined.**
- **Limited Network/Merchant Restrictions – Comdata has the ability to block merchants by chain or by individual merchant ID, thus giving the customer the ability to create a "limited network" by design or geography.**

In some instances, having to o man y card -level controls can cause administrative complications. Therefore, Comdata reco mmends that customers establish purchase profiles for each agency or department or class of vehicle, based on specific need. Comdata recognizes vehicles/ drivers can usuall y be categorized into purchase types. Fo r example, cars may have o ne purchase profile, while light dut y trucks may need expan ded purchase pow er. Profiles reflect the purchase and cont rol habits of a group of cards/vehicles. Prompting, daily purchase limits, dail y transaction limits, weekl y limits, cycle limits can all be associated to a profile. In addition, Comdata can restrict the hours of operation for a set of cards. This feature allows the customer to restrict purch ase after hours or on w eekends, as specifi ed by the account. Customers can set a maximum of 999 profiles per CUST ID.

Comdata cards have "portability", as well. If, for example, the State Police transfers a vehicle from Region 1 to Region 4, the existing card can be transferred between locations within the same account without having to issue new plastic.

Card Security

All cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. LOST or STOLEN Cards should be reported immediately to Comdata Corporation. Once notified, Comdata will block those cards immediately in real-time to reduce the risk of fraud. Customer service representatives are available 24 hours per day/7 days per week to receive notification of lost or stolen cards. The State can also use the online product iconnectdata.com to cancel cards.

The ability to "block" and then unblock a card provides flexibility if a card is misplaced, as it can be reactivated if found without having to reissue the card.

Comdata Processes All Transactions Internally

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use a third-party processor, such as Bypass or Total Systems, nor do we use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to wait to receive batched information nightly, therefore providing better control over the data processed and reported.

One important feature of the ability to view authorizations and declines in real-time is, if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish.

Daily Exception Emails

At the direction of each authorized users can be setup to receive daily exception reporting from iConnectData.com, via email. The reports display transaction information for exceptions on reporting levels product type, high-grade fuel purchases, etc. The report can be automatically emailed to various users and contains an Excel spreadsheet attachment detailing the exceptions.

Comdata is continually adding features and tools to the web portal www.iconnectdata.com based on suggestions and functionality suggested by our customers. "Site Feedback" requests may be submitted online and in communications with the Customer Service team.

Exception Reporting

Comdata currentl y provides tw o methods of receiving exception reports on soft limits and hard limits. Authorized us ers may access www.iconnectdata.com, Comdata's web portal, and gen erate exception details for a sp ecified period of time. Reports can be display ed in Print or E xcel formats. In a ddition, the Exceptio n Tracking interface can be used to integrate into a tracking database with the State of Idaho.

Comdata also pioneered the distribution of exceptions via dail y emails. Dail y exception report emails containing Excel f iles can be automaticall y emailed to specified users.

Comdata also has a "one-time" override capability online allo wing an authorized user to "open" all restrictions on a car d for a one-time purchase for a particular dollar amount. Once the pu rchase is made, the original cards restrictions are automatically reset on the card.

The following is a sampling of exception data elements that are available:

Merchant Category Code Exception
Multiple Transaction Same Day Exception
After Hours Exception
Miles per Gallon
Cost per Gallon
Daily Dollar Limit Exceeded Exception
Daily Transaction Limit Exceeded Exception
Time of day
Saturday Only Purchases
Sunday Only Purchases
Duplicate Transaction
Exception by Fuel Product

Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc.

This functionality is available online to agen cy-authorized users. With the onlin e enhancement, the S tate of Idaho w ill be able to view transaction authorizations, declines and settlements as they occur in the field. Various que ries/reports can be generated from the data provided. If the State is concerned about an employ ee, the fleet manager can w atch, from an intern et-connected compu ter, ever y step of the transaction in real time by that individual.

3.4.3 Can you alert fleet managers when a purchase has occurred that is outside of agency fleet fueling policy? How are they notified of such purchases?

Comdata/TransMontaigne Response

Real-Time Authorization

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3.4.4 Can you track authorization failure including failure reason? Is an authorization log available to fleet managers online in real time?

Comdata/TransMontaigne Response

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time. Prior to the product's development, fleet managers waited up to 72 hours for a transaction to post in order to determine the nature of a decline. In a fleet card scenario, declines may often be caused if a driver enters the wrong PIN number, swipes the card incorrectly, etc. Real-Time Authorizations gives the fleet manager

immediate access to authorizations and declines as they happen. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station.

Under most current systems, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. Real-Time Authorizations is also useful in monitoring specific users for compliance.

Comdata Processes All Transactions Internally

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use a third-party processor, such as Bypass or Total Systems, nor do we use an external financial institution or acquiring bank for processing. This allows Comdata to help protect viruses or other destructive programming to be spread to our customers computer systems. The benefit to the State of Idaho is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not have to wait to receive batched information nightly, therefore providing better control over the data processed and reported.

Comdata's online product, www.iconnectdata.com provides the State with real-time account management and transaction data access to adequately meet the need of the State and its participating agencies. Comdata's Account Services option enables users to perform basic account and card maintenance activities in real-time such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**

- **ID Number Maintenance:** This function allows a user to add, edit and delete Driver ID numbers. Changes/additions/deletions are effective immediately across the entire network.
- **Vehicle Maintenance:** This function allows a user to add, edit and delete vehicle information.
- **User Profile:** This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.
- **Change Address:** This function allows an authorized user to change invoice and physical address information about your account.

It is important to note Comdata can customize, to each user, the level of access that is available to them based on direction from the fleet manager of each agency. Comdata would recommend a demonstration in person or by web cast of our true Internet-based product. In order to achieve an understanding of its power, one must experience the presentation in person, or by web cast. We do not feel a demo CD does it justice.

Also, each of the above functions can be accomplished by emailing or calling your Customer Relations Representative or calling our customer service department. Changes via www.iconnectdata.com are immediate and are performed in a real-time environment.

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Idaho is this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not rely on batched information received nightly, therefore providing better control over the data processed and reported.

3.5 **Data Capture/Reporting/Billing(ME)**

3.5.1 What percentage of fuel transactions does your program capture electronically (Level 3 Data)? List the data elements that are provided for each electronic fuel transaction. Are the same data elements provided for electronic non-fuel transactions? If not, list the data elements provided for each electronic non-fuel transaction.

Comdata/TransMontaigne Response

Comdata can provide an updated list of current Level 3 merchants and Comdata has the ability to restrict accounts to Level 3 merchants only. Should a transaction be attempted at a location that does not provide authorization prompts, the card will be declined. Comdata/TransMontaigne is the only company capable of offering a network of 100% Level 3 acceptance. On average, our fleets are currently experiencing 98% and higher Level 3 coverage if not locked down to level lll only.

Level 3 transactions can contain the following data elements listed in the attached spreadsheet at the end of section 3.5.

With respect to maintenance and automotive-related purchases, we have the ability to pass line item product code information on maintenance purchases in a variety of ways. If the merchant passes Level 3 data at the point of sale, that level of information will be passed through. If the State chooses the Comdata Virtual Card solution, where the State can determine the required data elements prior to paying the vendor. Additional information on the Comdata Virtual Card is in the Comdata/TransMontaigne response to Section 3.3 of the RFP, Mandatory Maintenance and Repair.

Another solution would be Comdata's Fleet Team solution:

Fleet Team is Comdata's web-based proprietary maintenance management system, which provides a leading edge maintenance and repair program for Comdata customers. Fleet Team allows fleet managers to manage maintenance and repair purchases by providing access to a network of service providers (repair merchants) who must follow specific fleet purchasing parameters on all repair orders for Comdata fleet customers. Because all transactions are enabled by a Fleet Team web interface with the service provider, these purchasing parameters, set by the agency fleet manager, are applied in real-time to each transaction so that no unauthorized work will ever be approved. The strength of the Fleet Team program lies in the following areas:

Control — Fleet Team allows the fleet manager to control the network in terms of what providers are approved to do certain repairs. For example, a fleet manager may allow all 5,000 locations on a network to do basic maintenance and repair items such as oil changes, replacing fluids, etc., but may limit brake repairs to specific chains, or even specific locations within a chain. A fleet manager may only have 100 approved brake repair facilities throughout the country even though the entire

repair network may consist of 5000 locations. The fleet manager can choose which provider or provider locations are approved to do work on the vehicles.

The second element of control is transaction control. Fleet managers can build purchasing rules into Fleet Team and these rules are applied against each transaction. When an agency goes to a location in the Fleet Team network, the provider will process the repair transaction through the Fleet Team application and the fleet manager's purchasing rules are applied before any authorization is given to do the work. If a rule violation occurs, the transaction is stopped and a call must be made to the fleet manager to approve the work.

Reporting — Since the maintenance and repair transactions take place through the Fleet Team web interface, the fleet manager can view all purchases, with line items, in real-time. Maintenance and repair purchases can be viewed for the entire fleet, by agency, or by individual vehicle. There are various levels of detail that can be viewed, with high-level summary, down to specific line item detail.

3.5.2 Describe your ability to preserve data integrity including the process to identify and correct missing or invalid data elements for electronic transaction data.

Comdata/TransMontaigne Response

Comdata/TransMontaigne will pass through any and all data elements sent by the merchant. In the small percentage of transactions that may not contain product code information, Comdata has a filtering process that will calculate the price-per-gallon and product quantity fields based on up-to-the-minute data provided by OPIS. Also, Comdata and MasterCard have teams that immediately contact the merchant and resolve the issue quickly if it does occur.

3.5.3 How long is data stored and available for on-line use?

Comdata/TransMontaigne Response

Comdata/TransMontaigne will fully comply with the State's data retention and access to records provisions. Data is available online for a period of 13 months.

3.5.4 Does your system post transactions on the same date that they occur?

Comdata/TransMontaigne Response

Comdata customers have the ability to view transactions and authorizations immediately in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, etc. One important feature is the ability to view authorizations and declines in real-time and if a transaction is declined, for whatever reason, the Program Officer or authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for

the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. If the state is concerned about an employee, the fleet manager can watch from his computer every step of the transaction in real time by that individual.

3.5.5 Describe your paper, electronic and online standard reporting options.

Comdata/TransMontaigne Response

Report Builder

www.iconnectdata.com offers a unique report feature called Report Builder. Report Builder is a web-based feature that allows customers to generate customized reports of recent account cardholder activity. View a report online, print it, or download it to a PC in Microsoft Excel format. Report Builder begins to accumulate data as soon as transactions occur. Using Report Builder, customers access transaction data using predefined templates displayed in HTML, PDF, and Microsoft Excel formats.

Through www.IConnectData.com customers decide which reports are beneficial, and we customize the user display eliminating the need for unnecessary navigation. The data can be imported into Microsoft Excel or Access to use for other management activities such as trend evaluation and usage statistics. Data is available only to those individuals who have customer-granted access.

A list of available reports is shown in a query list on the Report Builder home page. The report name is the link to the Report Builder form — the data entry screen — for each report. When the report query is chosen, the system displays the entry form for that query. By choosing from the screen selections, customers can define the level of detail for the report (for example, activity for all cardholders or a particular cardholder). Data accessed through the Report Builder module will reflect only card transactions that were recorded during the date range selected. There are multiple sorting and viewing options available that allow customization to meet specific needs. The Comdata team can provide these reporting elements and is doing so for many customers today.

IconnectData.com (On-Line) Report Builder Features

- **Account Level or Hierarchical Reporting: All reports can be queried by account level with data pulled by account code and/or CUST ID. In addition, users have the new option of querying reports by hierarchy, as specified by the customer.**
- **Descriptors for Account, CUST and Hierarchy levels: Comdata has added relevant descriptions to define the Account Code and CUST ID's. Pop-up windows allow the user to select an Account Code, CUST ID or Hierarchy level. Customer-defined descriptions such as the Division name, Location/City name and/or department (examples) are now associated with the Account Code/CUST ID.**
- **Download Functionality: Header information is included in all downloaded files. Downloads are created in an EXCEL format and are limited to 65,536 rows.**
- **Summary Report Options: The Summary feature allows users to select a "summary" report for print only. The summary will generate totals at the Account, CUST or hierarchy level, omitting the details of the transactions. Detailed transactions reports can still be generated in print or file format.**

Ad Hoc /Customizing reports can be gene rated vi a the w eb b y o ur customers b y selecting the data fields listed. Once fields are selected, name the record/report and save template for future needs for this repor t or select frequency of when you would like the report to run and the time you want it to run.

The following is a screen shot of the queries available on Report Builder

1. **Cardholder Activity – Corporate:** Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
2. **Cardholder Activity – Fleet:** Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
3. **Cardholder Activity Report – General**: This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail. The report “breaks” by card.
4. **Cardholder Usage Report – General:** This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail and the shipping address for the cards. The report “breaks” by card. Card numbers are truncated on the report, so only the last 4-digits are viewed.
5. **Cardholder Group Summary:** Displays purchasing totals by MCC Grouping (spend category). MCC Groups include Maintenance, Hotels, Rentals, Airline, Travel Miscellaneous, Restaurants, Business Services, Financial Services, Medical and Miscellaneous. The report is sorted by Card, with a secondary sort by CUST ID.
6. **Card List Report:** This report displays all Comdata MasterCard’s queried by active, blocked or both card types. Reports can be sorted by card number, department number, last name, last activity, etc.

7. **Exception Listing:** Displays transactions are deemed “exceptions” based upon the exception parameters are established by the customer. Exceptions include high costs, after-hours/weekend purchasing, multiple purchases per day and transaction limits exceeded.
8. **Exception Tracking Interface:** Provides an interface for review of exceptions, tracking comments and escalation procedures to be interfaced with customer database and tracking system.
9. **Fuel and Maintenance MCC Report:** Transaction detail, including card, vehicle, product and line item information sorted by Fuel and Maintenance MCC Groups.
10. **GL Codes Listing:** Displays all transaction activity by GL Code. To use this report, the customer must use the GL coding process featured within the BusinessLink option. Customer GL codes must be uploaded into the online system and transactions coded for report display.
11. **ID Report:** Report subtotals transactions for each vehicle by the ID number provided at the point-of-sale. Transactions are sorted by Merchant Category Code (MCC) and provide a summary by merchant for each MCC where the transaction occurred. Customer prompts for ID/Trip uses this report.
12. **MCC Summary** This report summarizes Comdata MasterCard purchases by MCC Code. MasterCard places merchants into different Merchant Category Codes (MCC) based on their business type.
13. **MPG Report:** This report calculates each vehicle's Miles Per Gallon (MPG) and Cents Per Mile (CPM), based upon the fueling data and odometer information collected at the point of sale.
14. **Product Summary:** This report summarizes all purchases by product description.
15. **Merchant Location Activity Report:** Report summarizes transaction data by individual merchant and chain.
16. **Temporary Virtual Card Listing:** This listing provides detailed data on virtual cards issued, cards used, and cards unused**.**
17. **Transaction Listing:** Transaction listing displays Comdata MasterCard purchases for the date range specified, including transaction and line item detail. The report is similar to the Cardholder Activity and Vehicle Reports.
18. **Vehicle Listing:** This report provides detail of vehicles within an Account Code and/or Customer ID, with the corresponding Vehicle Description, Miscellaneous 1 and Miscellaneous 2 fields, with the option to define primary and secondary sorting.
19. **Vehicle Report**: Transaction detail by vehicle including product information, prompting data, odometer, vehicle and driver data.

Comdata will work with the State during implementation to structure the reporting to their satisfaction.

Comdata offers data summary by Account and Department/Cust ID-specific. We offer up to 15 levels of security or hierarchical authority. Here is an example using 5 of the 15 available levels:

Hierarchy Structure	***(Account Specific)***	

Reporting Levels	Level 1	Level 2	Level 3	Level 4	Level 5
Examples:	Corporate	Company	Division	Department	Section
	State of Idaho	Transportation Department	Highways Division	Operations	Maintenance
	State of Idaho	Transportation Department	District 1	District Engineer	Business Manager
	State of Idaho	State Police	Region 1	Traffic Patrol	Sandpoint
	State of Idaho	State Police	Brand Inspector	Lewiston	District Supervisor

Additionally, the State has the option of creating custom reports in Excel from within the online product information per transaction.

3.5.5.1 Can a master copy of monthly reports be provided to the State Contact Administrator and an Agency copy to each account?

Comdata/TransMontaigne Response

Monthly reports can be generated by the State Contract Administrator off of the TransMontaigne online website for the entire State of Idaho account base, or by the Agency for their account.

3.5.5.2 Do monthly reports include individual transactions with date and time, place, cost-per-gallon, type of fuel or services, driver or equipment ID, odometer, hours and other information by vehicle/equipment and summarized by account?

Comdata/TransMontaigne Response

Monthly reports are provided that contain summary data. Transaction data can be provided via FTP of each transactions record of which each transaction record is comprised of data elements which includes the fields provided by the merchant that include date, time, price-per-gallon, product description, product quantity, odometer, prompted ID, and driver name. For a detailed list of data elements, please refer to the response addressing data layout from Section 3.5.1 above.

3.5.5.3 For accounts with multiple divisions, do monthly reports include individual transactions with date and time, place, cost-per-gallon, driver, odometer and other information by vehicle for each division and summarized by account? Can division reports and account summary be sent to different locations?

Comdata/TransMontaigne Response

Monthly reports are provided that contain summary data. Transaction data can be provided via FTP of each transactions record of which each transaction record is comprised of data elements which includes the fields provided by the merchant that include date, time, price-per-gallon, product description, product quantity, odometer, prompted ID, and driver name. For a detailed list of data elements, please refer to the response addressing data layout from Section 3.5.1 above.

3.5.6 Describe your ability to provide online ad-hoc reporting. In what data format would these reports be available?

Comdata/TransMontaigne Response

Report Builder

www.iconnectdata.com offers a unique report feature called Report Builder. Report Builder is an application that allows customers to generate customized reports of recent account cardholder activity. View a report online, print it, or download it to a PC in Microsoft Excel format. Report Builder begins to accumulate data as soon as transactions occur. Using Report Builder, customers access transaction data using predefined templates displayed in HTML, PDF, and Microsoft Excel formats.

Through www.IConnectData.com customers decide which reports are beneficial, and we customize the user display eliminating the need for unnecessary navigation. The data can be imported into Microsoft Excel or Access to use for other management activities such as trend evaluation and usage statistics. Data is available only to those individuals who have customer-granted access.

A list of available reports is shown in a query list on the Report Builder home page. The report name is the link to the Report Builder form — the data entry screen — for each report. When the report query is chosen, the system displays the entry form for that query. By choosing from the screen selections, customers can define the level of detail for the report (for example, activity for all cardholders or a particular cardholder). Data accessed through the Report Builder module will reflect only card transactions that were recorded during the date range selected. There are multiple sorting and viewing options available that allow customization to meet specific needs. The Comdata team can provide these reporting elements and is doing so for many customers today.

IconnectData.com (On-Line) Report Builder Features

- **Account Level or Hierarchical Reporting: All reports can be queried by account level with data pulled by account code and/or CUST ID. In addition, users have the new option of querying reports by hierarchy, as specified by the customer.**
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- **Download Functionality: Header information is included in all downloaded files. Downloads are created in an EXCEL format and are limited to 65,536 rows.**
- **Summary Report Options: The Summary feature allows users to select a "summary" report for print only. The summary will generate totals at the Account, CUST or hierarchy level, omitting the details of the transactions. Detailed transaction reports can still be generated in print or file format.**

Ad Hoc/Customizing reports can be gene rated via the w eb b y our c ustomers b y selecting the data fields listed. Once fields are selected, name the record/report and save template for future needs for this repor t or select frequency of when you would like the report to run and the time you want it to run.

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6. **Card List Report:** This report displays all Comdata MasterCard's queried by active, blocked or both card types. Reports can be sorted by card number, department number, last name, last activity, etc.
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8. **Exception Tracking Interface:** Provides an interface for review of exceptions, tracking comments and escalation procedures to be interfaced with customer database and tracking system.
9. **Fuel and Maintenance MCC Report:** Transaction detail, including card, vehicle, product and line item information sorted by Fuel and Maintenance MCC Groups.
10. **GL Codes Listing:** Displays all transaction activity by GL Code. To use this report, the customer must use the GL coding process featured within the BusinessLink option. Customer GL codes must be uploaded into the online system and transactions coded for report display.
11. **ID Report:** Report subtotals transactions for each vehicle by the ID number provided at the point-of-sale. Transactions are sorted by Merchant Category Code (MCC) and provide a summary by merchant for each MCC where the transaction occurred. Customer prompts for ID/Trip uses this report.
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13. **MPG Report:** This report calculates each vehicle's Miles Per Gallon (MPG) and Cents Per Mile (CPM), based upon the fueling data and odometer information collected at the point of sale.
14. **Product Summary:** This report summarizes all purchases by product description.
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19. **Vehicle Report**: Transaction detail by vehicle including product information, prompting data, odometer, vehicle and driver data.

Comdata offers data summary by Account and Department/Cust ID-specific. We offer up to 15 levels of security or hierarchical authority. Here is an example using 5 of the 15 available levels:

Hierarchy Structure	***(Account Specific)***

Reporting Levels	Level 1	Level 2	Level 3	Level 4	Level 5
Examples:	Corporate	Company	Division	Department	Section
	State of Idaho	Transportation Department	Highways Division	Operations	Maintenance Business Manager
	State of Idaho	Transportation Department	District 1	District Engineer	Sandpoint Detachment
	State of Idaho	State Police	Region 1	Traffic Patrol	District Supervisor
	State of Idaho	State Police	Brand Inspector	Lewiston	

3.5.7 Is it possible to cancel the delivery of some or all paper reports?

Comdata/TransMontaigne Response

Reports are available on TransMontaigne's w ebsite. Electronic transmission is the preferred method of delivering reports and invoices and the State has the abilit y to cancel any and all paper reports.

3.5.8 Describe your paper, electronic and onlin e billing options. Do you offer electronic bill presentation? How long after the close of the billing cycle?

Comdata/TransMontaigne Response

Billing

TransMontaigne proposes a month invoice cycle from the first of the month through the end of the month based on the posting date. We have the ability to provide a single invoice, broken out by each account, or by each agency location (division). Invoices are available electronically via TransMontaigne's online website, www.transmontaigne.com/es. Generally invoices will be available by the 10th of the following month.

In addition TMG can email the agency the invoice. The account may choose to receive their fleet invoice data via FTP.

We will also work with the State of Idaho to provide agency support in the form of a customer relation's manager and a technical services representative to accomplish the data mapping process.

If an agency is u nable to pull thei r transaction detail and invoices via the TransMontaigne web site, then we will work with that agency to determine a feasible solution.

Our variety of billing options (web access, FTP, e-mail) will allow for a solution that will fit the needs of each agency.

3.5.9 What is your billing cycle? Can monthly cutoff at midnight on the last day of the month be established and maintained? If not, what is your proposed billing cycle?

Comdata/TransMontaigne Response

Billing Cycles

TransMontaigne proposes a monthly invoice cycle from the first of the month through the end of the month based on the posting date. A number of current public sector customers use a monthly posting date cutoff of midnight on the last day of the month.

3.5.10 Do you provide billing, reporting and electronic data net of federal gasoline and diesel taxes for tax-exempt fleets? Is this information provided at the transaction level?

Comdata/TransMontaigne Response

TransMontaigne provides billing, reporting and electronic transaction data net of applicable federal gasoline and diesel excise taxes for tax-exempt fleets. The exemption takes place at the transaction level and the process is the same for identified fuel products.

Note: It is important for the State to know that the TransMontaigne/Comdata program has been offering and successfully implementing this exemption for fleets over the past several years. This is a proven and IRS approved tax-exempt program and not one that is in development or production nor does it need to be piloted or tested.

See below for the process.

Summary of the tax exempt process - IRS Approved Solution

The Internal Revenue Service granted TransMontaigne's ultimate letter ruling in July 2001. This letter ruling granted TMG ultimate vendor status of the fuel at the retail station and thus enabled TMG to file for the refund of the exempt fuel on behalf of the exempt agency. However, as a result of the JOBS Act of 2005, the ultimate vendor ruling is voided and the company that issues the card and credit is able to file for a refund claim for the exempt fuel. This change in status does not affect the ability of the program to exempt transactions and file for refunds. Therefore, tax-exempt fleets will continue to be able to purchase fuel, exempt from the appropriate Federal tax at retail stations using a universal fleet card. By incorporating the Comdata MasterCard Fleet Card, tax-exempt fleets of local and state governments can now realize a true tax-exempt transaction at the Federal Level.

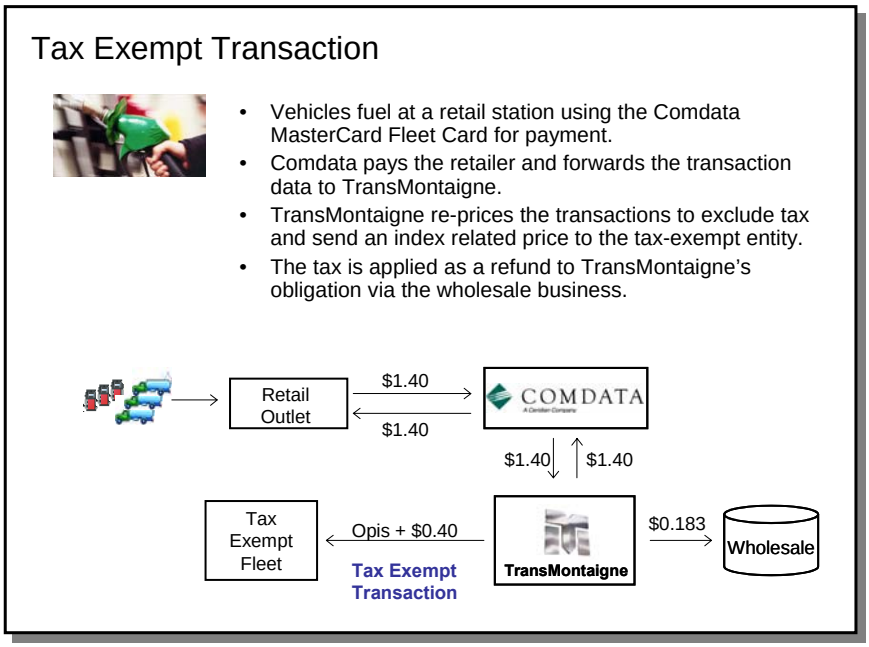
Rick Eaton, Executive Vice President of TransMontaigne Product Services describes the program very succinctly. "The IRS now recognizes our collaborative team as a

qualified wholesaler for fuel tax refunds. In partnership with Comdata, we are issuing the credit, processing the transaction and bearing any potential loss on behalf of our customers. Because there is no paperwork, a greater, more comprehensive procurement network is in place that allows technology to drive costs out of the supply chain."

The steps for obtaining tax-exempt retail transactions are simple:

- **For fuel purchases, TransMont aigne extends credit to the tax-exempt entity and re-prices retail fuel transactions. Comdata pr ovides the MasterCard Fleet Card services including transaction processing**
- **Comdata/TMG distributes a Comdata MasterCard Fleet Card to authorized users of the tax-exempt entity**
- **Comdata processes transactions in real-time from the point-of-sale**
- **Comdata electronicall y sends funds to the station w here the fuel w as purchased. The fuel station operator is paid full pump price, less transaction fees.**
- **Comdata electronically sends the trans action details to TransMontaigne, and TransMontaigne pays Comdata**
- **TransMontaigne bills the tax-exempt entity a n egotiated price excluding federal taxes**
- **TransMontaigne files and processes the tax refund claim**

<u>Note:</u> The below diagram is for visual purposes and does not reflect actual pricing.



With the Comdata Team's program, the State of Idaho will save considerably on time and resources each month. The tax exemption takes place at the transaction level therefore, no waiting for credits to be applied on the following months invoice.

3.5.11 Do you provide billing, reporting and electronic data net of applicable discounts offered by participating vendors? Is this information provided at the transaction level?

Comdata/TransMontaigne Response

Comdata/TransMontaigne has the ability to provide and process discounts and rebates that are offered both nationally to our customers and those that are offered from individual stations, oil companies and/or independents. Currently, discounts are reported at the transaction level and reflected in the net cost to the agency.

3.6 **Lost or Stolen Cards(ME)**

3.6.1 Describe your card cancellation process, including the length of time before cancellation takes effect.

Comdata/TransMontaigne Response

Lost and Stolen cards

If a Comdata card is lost or stolen, or should otherwise need to be canceled or deactivated, it should be reported to Comdata immediately. Comdata cards can be canceled in real time either through our Internet product www.iconnectdata.com or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department. The State of Idaho will notify Comdata immediately of any loss, theft or unauthorized use of the account or of any Card. *The State of Idaho will not be liable for unauthorized charges that occur after the State notifies Comdata of the loss, theft or possible unauthorized use of a Card.*

PINS can be cancelled in the same way as cards mentioned above through the internet or by calling customer service 24 hours a day 7 days a week.

NOTE: Any one may report a LOST/STOLEN card to Comdata. However, only authorized State of Idaho personnel may approve the replacement of that card.

Comdata ships all card orders via Federal Express, 2-day delivery is standard. If cards are ordered before 11 a.m. Central time, we can have cards delivered within 48 hours. If the cards are ordered after 11 a.m. Central time, then it generally takes 72 hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

Comdata's online product, www.iconnectdata.com provides the State with real-time features and access. Comdata's Account Services option enables users to perform basic account and card maintenance activities such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- **Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.**
- **Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.**
- **Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.**
- **Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.**

- **ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers.**
- **Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.**
- **User Profile: This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.iconnectdata.com.**
- **Change Address: This function allows an authorized user to change invoice and physical address information about your account.**

3.6.2 Describe your replacement card procedure, including how replacement cards are ordered, if and how multiple delivery points are allowed, and the standard timeframe for delivery of replacement cards and associated costs.

Comdata/TransMontaigne Response

Replacement cards

If the State needs to order Replacement cards the can do so by either ordering them in real time either through our Internet product www.iconnectdata.com or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department. Multiple delivery points may be entered directly in www.iconnectdata.com or by contacting the customer service department.

PINs can be cancelled in the same way as cards mentioned above through the internet or by calling customer service 24 hours a day 7 days a week.

NOTE: Anyone may report a LOST/STOLEN card to Comdata. However, only authorized State of Idaho personnel may approve the replacement of that card.

Comdata ships all card orders via Federal Express, 2-day delivery is standard. If cards are ordered before 11 a.m. Central time, we can have cards delivered within 48 hours. If the cards are ordered after 11 a.m. Central time, then it generally takes 72 hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

3.6.3 What is a fleet's liability on lost or stolen cards?

Comdata/TransMontaigne Response

The State of Idaho will not be liable for unauthorized charges that occur after the State notifies Comdata of the loss, theft or possible unauthorized use of a Card.

3.6.4 Describe any efforts your company makes to prevent fraudulent use of the card.

Comdata/TransMontaigne Response

Fraud

Comdata has many different ways that we try and address the concern with Fraud. Below are some of the methods that Comdata implies.

- **Mail interception can contribute to fraud and/or counterfeit cards. In order to mitigate the risk of fraud or counterfeit cards – all cards are mailed out using Federal Express to cardholders or to the Project Manager.**
- **We emboss certain fraud control features on the face to our cards.**
- **We include an algorithm within the magnetic stripe, which can help reduce the problem of card reproduction**

Support is available 24 hours a day, 7 days a week through our customer service department. The customer would not be liable for unauthorized charges that occur after Comdata has been notified of the lost or stolen card. The State may use the online program iconnectdata.com to cancel cards as well.

Investigative Services Division

Comdata has a fully staffed Investigative Services division and must abide by specific compliance rules and regulations set forth by MasterCard. Comdata reports suspected fraud and/or stolen card information through MasterCard's SAFE (System to Avoid Fraud Effectively) program. We receive reporting through SAFE and statistical reports detailing fraud activity throughout the MasterCard network. We also create internal reports that track card activation and number of transactions processed daily.

In addition, all cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. Authorization controls, such as transaction/dollar limits, MCC restrictions and product code restrictions decrease the ability to fraudulently use the services of the card.

Comdata does have the capability to set specific parameters for monitoring activity based up on customer needs. A representative from our Investigative Services department would work together with a representative from the state or each agency in order to ascertain the requirements and provide a solution.

Comdata can also monitor cards/transactions by various means. The most common thresholds or variables would be dollar amounts, number of daily or monthly attempts, high-risk MCC (merchant classification codes), card number, sub-account (CUST ID), etc.

With the assistance of the State of Idaho, parameters may be established to assist Comdata with the identification of potential fraud. Once potential fraud activity is detected (based up on the parameters), the customer would be notified within the next business day. However, Comdata also relies on our customers to report

suspected fraudulent activity to us. Replacement cards can be mailed out within 2-3 days or overnight if requested.

Card Security

All cards have the abilit y to b e placed i n various status modes such as "blocked", "fraud," and "lost/stolen." All of these status co des prevent further transactions from occurring w ith the car ds. LOST or STOLEN Cards should be repor ted immediately to Comdata Corporation. Once notified, Comdata will block those cards immediately in real-time to reduce th e risk of fraud. Custo mer service representatives are available 24 hours per day/7 day s per w eek to receive notification of lost or stolen cards. The State can also use the online product iconnectdata.com to cancel cards.

3.6.5 Do you provide protective sleeves and/or user guides for each card issued?

Comdata/TransMontaigne Response

Comdata provides protective sleeves for all cards issued.

3.7 **Pricing/Terms/Rebate**

The following information pertains to Appendix B. Use the following information to complete Appendix B and provide any additional supporting information for pricing listed in Appendix B. Do not include pricing within the Business Proposal, only on Appendix B.

3.7.1 The term of the original contract will be 3 years, with the opportunity for three 1 year renewals, at the State's option. State your pricing methodology and all fees associated with our use of your fuel card program based on this 3 to 6 year contract term.

Comdata/TransMontaigne Response

See Pricing Proposal and Appendix B for details.

3.7.2 Integration of State owned facilities.

Comdata/TransMontaigne Response

See Pricing Proposal and Appendix B for details.

3.7.3 State your payment terms and whether you offer discounts to fleets that pay early. If you offer discounts, please describe discount procedure.

Comdata/TransMontaigne Response

We will comply with the provisions of the State's prompt pay act.

See Pricing Proposal and Appendix B for details for early pay incentives.

3.7.4 (1-3) State your rebates offered, i.e. gallons purchased, dollars spent etc. Please describe rebate details.

Comdata/TransMontaigne Response

See Pricing Proposal and Appendix B for details.

3.7.5 Attach any enhanced services or discounts not otherwise specified.

Comdata/TransMontaigne Response

See Pricing Proposal and Appendix B for details.

4 Integration Of State Owned Facilities (M)

The primary vendor will provide a means to incorporate the State of Idaho privately owned fueling facilities into a single card, single source solution with consolidated authorization and reporting and separate billing capabilities. The State will have the option to use this card as a proprietary or retail/proprietary card. This allows drivers to use both retail and private facilities or private facility only with no discernible difference in the way the card is used. It also allows the State to view the total picture of their fuel usage and other vehicle expenses regardless of the product source. Reply with detail including the following:

4.1 Firmware/Network

4.1.1 Do you currently have fully developed software/firmware (beta testing is not acceptable) for PetroVend System 2 and National Business Control System (NBCS) cardreader equipment capable of interfacing with the card's authorization network?

Comdata/TransMontaigne Response

Comdata can easily interface to the State's existing PetroVend System2 and National Business Control Ststem card readers. Comdata has relationships with both PetroVend and NBCS. The State owned-sites operate much like an unattended card lock solution Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like State-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's ITD card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

Dialing in directly to Comdata for authorization will allow ITD to specify a month-end closing date, precluding the need for multiple tank stick-readings each month and having to journal and reconcile transactions that do not post until the following month. Should ITD decide to open their sites to other tax-exempt agencies, Comdata will re-bill those other entities on behalf of ITD, for no additional fee.

4.1.2 Is data transfer of firmware "store and forward" technology?

Comdata/TransMontaigne Response

The firmware that will be installed in the existing ITD equipment is "store and forward" technology.

4.1.3 Describe the firmware data recovery process in the event of card reader or telephone line downtime.

Comdata/TransMontaigne Response

Comdata firmware stores information from transactions that take place in an event the phone lines goes down and then once the lines are connected again will send those transactions to Comdata.

4.1.4 Is posted data available on-line in real time?

Comdata/TransMontaigne Response

Comdata transactions are posted on-line and can be viewed on Comdata's real-time authorization product allowing the State to view the transactions.

4.1.5 Can firmware limit transaction authorization to State of Idaho cards only?

Comdata/TransMontaigne Response

Comdata can set restrictions on the cards and in the firmware to limit authorization to State of Idaho cards only. If any other Comdata fleet card tries to use the site it will be declined.

4.1.6 List alternative fuel product codes supported by authorization network.

Comdata/TransMontaigne Response

Please see the attached product code listing at the end of section 4.1.

4.2 Data/Billing

4.2.1 Explain how transactions from State owne d fueling sites would be processed and billed.

Comdata/TransMontaigne Response

Bulk Sites

Comdata can easily interface to the State's existing card readers. The State-owned site operates much like an unattended card lock solution. Cardholders insert the cards into the readers, prompted data is collected and validated, and a signal is provided to activate the pump. The detail of the gallons pumped, price of fuel and total cost is captured and provided back to the customer within the consolidated invoice file and transaction detail. With this program, the State-owned sites could act like agency-owned retail locations, without the responsibility of invoicing the other tax-exempt agencies.

The State's card readers will dial directly into Comdata for authorization and data capture. This eliminates the need for involving another party, such as Buypass. Dialing in directly to Comdata streamlines the private site fueling process and precludes the need for the State to have to rely on a third party network to handle the transaction processing. Comdata will bill all of the agencies directly that fuel at State of Idaho private sites.

Dialing in directly to Comdata for authorization will allow the State to specify a month-end closing date, precluding the need for multiple tank stick-readings each month and having to journal and reconcile transactions that do not post until the following month. Should ITD decide to open their sites to other tax-exempt agencies, Comdata will re-bill those other entities on behalf of the State, for no additional fee.

4.2.2 Can you bill other agencies di rectly for fuel purchased at an ITD owned site? Any costs associated with direct billing must be included in pricing on Appendix B.

Comdata/TransMontaigne Response

Comdata will re-bill other entities that purchase fuel at ITD owned sites on behalf of the State, for no additional fee.

4.2.3 What is the process to credit ITD for the dollar am ount of the fuel purchased by another agency at an ITD site? What is the turn around time for these credits?

Comdata/TransMontaigne Response

Comdata w ill invoice the other agencies for fuel purchased at the ITD sites ea ch month and receive payment from them. Comdata will credit ITD on a monthly bases for the fuel purchased from their own locations.

4.2.4 Is data available in ASCII flat file format for download from a secure FTP site?

Comdata/TransMontaigne Response

Data is available in ASCII flat file format on a secure FTP site. During implementation, Comdata will work with the State to provide the data feed so that it can be imported directly into the State's fleet management software application or enterprise system of choice.

4.2.4.1 Is data available for import weekly by the State? We wish to import data on Monday for all transactions having a transaction date/time between 12:01 AM Monday and Midnight Sunday of the prior week.

Comdata/TransMontaigne Response

Comdata can provide a data file weekly for all transactions posted between the date and time posted above.

4.2.4.2 What is the time required, following midnight Sunday, to post a weekly file for import?

Comdata/TransMontaigne Response

Comdata can post the weekly file within 48 hours.

4.2.4.3 Describe your ability to preserve data integrity including the process to identify and correct duplicate transactions and/ or price per gallon data errors for electronic transaction data.

Comdata/TransMontaigne Response

Comdata has a two hour window whereby we check for duplicate transactions and if one occurs we eliminate the duplicate transaction.

4.2.4.4 Describe your ability to notify the State if file format changes, including lead time.

Comdata/TransMontaigne Response

Comdata will provide the State with the necessary lead time if a file format is to change, thereby giving the State time to make any changes that would be required.

4.2.4.5 Describe your ability to maintain price per gallon information within your system.

Comdata/TransMontaigne Response

Comdata offers the State the option of changing the price at each location themselves or Comdata can change the price from our corporate office.

4.2.4.6 Provide a sample of data format.

Comdata/TransMontaigne Response

Please see the attached sample data format at the end of section 3.5.

4.3 Implementation Plan

4.3.1 Describe how your company will implement the private site services requested within section 4. Provide a detailed implementation plan including timeframes. Also list proposed workforce skill levels and qualifications.

Comdata/TransMontaigne Response

Comdata will work with the local PEI Company and ITD for implementation which, by our understanding, takes about 15 to 30 minutes per location, or we can train the ITD communication technicians for each region on the process.

Please see the attached implementation plan at the end of section 3.1.

4.4 Cost

4.4.1 The State should not be forced to pay fees if the oil companies are being charged a processing fee. For transactions at State owned facilities where no oil company is involved, the charge per transaction to the State should be minimal or none. If a processing or transaction fee is proposed, explain the elements of that fee in detail.

Comdata/TransMontaigne Response

Comdata is pleased to propose no transaction fee for this service.

2.3 **Price Proposal (ME)**

Use the format in Appendix B for the price proposal. The price proposal shall include separate costs for the following:

2.3.1 **Program Pricing w ill be brok en out b y specific charge based on proposed unit of me asure. Reference Ap pendix B.**

Comdata/TransMontaigne Response

See Appendix B for details.

2.3.2 **Private Site Integration Pricing will be broken out on a "per each" basis giving one price for the integration project as a whole, per site.**

Comdata/TransMontaigne Response

See Appendix B for details.

2.3.3 ***Early Payment Discounts. Include discounts offered if agencies pay early.***

Comdata/TransMontaigne Response

See Appendix B for details.

2.3.4 ***Discount Pricing will be broken out by specific dollar amount or percentage of total billing per month. Rebate Pricing will be broken out by percentage for gallons purchased or dollars spent on a per month basis.***

Comdata/TransMontaigne Response

See Appendix B for details.

2.3.5 **Pricing for enhanced services will not be entered or scored for the overall vendor submitted price evaluation, but is encouraged.**

Comdata/TransMontaigne Response

See Appendix B for details.

APPENDIX B
PRICE PROPOSAL FORMAT

Proposer Name: Comdata/TransMontaigne

All costs submitted shall be fully burdened to include, but not limited to salaries, overhead, direct and indirect costs, insurance, bonding, travel, materials and suppl ies. No other costs w ill be reimbursed under the contract issued.

Item Description		Price	Unit of Measure (Month, %, Each, etc.)
3.7.1 State your pricing and all fees associated w ith our use of y our fuel card program.	Service Charge	0	
	Card Charge	0	
	Card Shipping Fee	0	
	Billing Fee	0	
	Initial Training	0	
	Update/on-going Training	0	
3.7.2 State your pricing for integration of State owned fueling facilities as outlined in RFP section 4.		Price Per Site	
		See below for details	
3.7.3 State your early payment discount.		Price or % Per Month	
		See Below for details	
3.7.4.1 State your rebate for gallons purchased.		*Price or % Per Month*	
		See below for details	
3.7.4.2 State your rebate for dollars spent.		*Price or % Per Month*	
		See below for details	
3.7.4.3 Other rebates or discounts			

	See below for details
3.7.5 Enhanced services or discounts not otherwise classified	
	See below for details

APPENDIX B - REBATE/DISCOUNT/INCENTIVE FORM

Comdata/TransMontaigne Response

Comdata offers a strong financial incentive program for the State of Idaho, one that includes a bonus to help with transition costs, a volume incentive rebate, a signing bonus, discounts and several programs that award the State on a quarterly and yearly basis.

Fuel Pricing

1. **The State of Idaho pricing will be retail pricing minus federal excise tax on gas and diesel.**

3.7.2 Pricing for Implementation of State Owned Fueling Facilities

Comdata offers to up-grade the State of Idaho's state owned states as outlined in the RFP for no charge and will not charge a transaction fee or a fee to bill other agencies for fuel purchased at the state owned sites.

3.7.3 Early Pay Discount

Comdata offers a speed-of-pay incentive of 25 basis points for payments made twice monthly, and a speed-of-pay incentive of 50 basis points for payments made daily. Based on an annual estimated volume of $6.4 million, this would amount to a yearly incentive of either $16,000 or $32,000, respectively.

3.7.4.1 & 3.7.4.2 Rebate for Gallons purchased or Dollars Spent

Comdata is offering a volume incentive rebate of 60 basis points based on the total volume of fuel and maintenance purchases made on the Comdata MasterCard. With an estimated annual total spend of $6.4 million a year, the State would receive a rebate total of $38,400, which could be paid annually or on a quarterly basis. The rebate is offered with no strings attached and is not tied to any volume commitment or average transaction size.

3.7.4.3 Other Rebates or Discounts

Location/Merchant discount —Comdata has put together a network of 15 locations (to date) in Idaho that offer our fleets a discount/rebate of $0.02/gallon. (See attached discount locations)

Truck stop/Travel Plaza discount – Comdata offers a discount of $0.02/gallon at a network of 50 truck stops and travel plazas in Idaho. (See attached truck stop discount locations.)

3.7.5 Enhanced services and discounts not otherwise classified

Comdata would like to help with Implementation cost sharing and the transition from one vendor to another with a $2.50 a card incentive for the number of cards with transaction activity within 60 days of contract execution. With 8,000 cards listed in the RFP that would make the potential for the State to receive $20,000.

3.7.5 Signing Bonus

Comdata, on behalf of MasterCard Corporate Payment Solutions, is pleased to offer an upfront signing bonus of $6,300 for the selection of MasterCard International as the exclusive payment brand for the State of Idaho Fleet Card program.

MasterCard is offering an additional 10 basis points for purchase volumes in excess of $6.3 million during the first year of the contract, 10 basis points on incremental volume in years 2 - 3, above the highest previous year, and an additional 10 basis points on incremental volume in year 4, above the highest previous year

Please note:
Comdata is able to offer a wide variety of discounts for the following reason. Merchants are more willing to offer discounts to the State using a Comdata MasterCard than the competitors' proprietary card, as the interchange rate for accepting a MasterCard is nearly half of the proprietary interchange fee. On an annual basis, Idaho merchants have paid out nearly $83,200 in additional card acceptance fees versus the Comdata MasterCard. In addition to decreasing the number of available discounts, this also amounts a loss in tax revenue for the State. Additionally, the political ramifications are significant if an independent business is forced to subsist on less revenue solely for being able to accept a government fueling card. A lower interchange rate also results in greater card acceptance across the board, especially in

remote areas where only a handful of stations exist. Therefore, we are asking the Committee to please consider this in an overall comparison of the proposals received.

No other fleet card or fuel management competitor can offer a solution that provides a more flexible pricing program with more pricing options than Comdata. If the State of Idaho clearly wants to look to the future and is looking to partner with a company that can drive continuous savings, then Comdata can deliver those solutions.

STATE OF IDAHO

DIVISION OF PURCHASING

REQUEST FOR PROPOSAL

FLEET CARD SERVICES

Fleet Card Services
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EXHIBIT A: State Owned Site Listing ..... Attch.
EXHIBIT B: Statewide Site and District Map Separate Attachment ..... Attch.

State of Idaho
Fleet Card Services
Request for Proposals

1 Introduction

1.1 Purpose of Procurement

The State of Idaho is requesting proposals for a charge card to purchase fuel and vehicle related supplies and services.

1.2 Background and Estimated Annual Usage

The State of Idaho operates four major fleets of vehicles and equipment; Transportation Department, Fish and Game, Idaho State Police, and Health & Welfare. In addition to these four major vehicle/equipment fleets maintaining separate accounts, there is also a need for smaller agencies to be able to set up individual accounts to meet their fueling needs. In total the State estimates the need for approximately 8,000 fuel cards to meet the operational needs of all State agencies. Many of the users will have a need for 24-hour fuel purchase capability. At the present time, the charge card will be used primarily for fuel purchases, miscellaneous vehicle/equipment related supplies and limited regular maintenance services. Repairs may be allowed in emergency situations.

The State of Idaho currently has a formal contract for the fleet card program with Wright Express to pay for fuel and miscellaneous vehicle related purchases at retail establishments. The current contract with Wright Express will expire on September 30, 2007.

Our drivers and equipment primarily operate within the State of Idaho, however there is out of state travel on a regular basis and travel to Canada occasionally.

The annual retail fuel purchases for the State of Idaho totals approximately $6.3M or 2.4M Gallons. The annual miscellaneous vehicle related purchases at retail establishments totals approximately $70,000. This estimated information is furnished for purposes of reference and bid evaluation only. No express or implied pledge of consumption is made or intended.

In addition to retail purchases of fuel, the State of Idaho Transportation Department (ITD) owns and operates 63 automated fuel facilities which are used primarily by ITD for its vehicle fleet but may also be used by other agencies for fueling purposes. The ITD facilities currently accept State of Idaho GASCARD fuel cards and utilize the FleetNet network to authorize transactions and collect data. This network also provides weekly data for processing and online access for data, card and personal identification number (PIN) maintenance activities and reporting purposes. An estimated 238,500 transactions are processed annually statewide. The ITD facilities process approximately 66,000 of those transactions through GASCARD/FleetNet annually.

The State owned, private fuel facilities, such as ITD's must be converted to accept the fuel card represented by the successful response to this RFP. The fuel card provider will supply and coordinate these services to the State. For informational purposes, a list of the automated ITD fuel site locations (including make and model of cardreader currently installed at each site) is

attached to this RFP as Exhibit A. For further edification, a map of the State of Idaho and the private fuel site locations is included as Exhibit B.

1.3 **Scope of Work**

The State of Idaho requests proposals for fuel card services to provide equal retail and private site service within a single fleet card program. The successful proposal will combine the current retail and private site functions utilizing the most efficient and cost effective means for all State agencies to purchase fuel and services for their vehicles and equipment.

The vendor is to provide a network of retail fuel suppliers that will supply fuel products from multiple dispensing sites. The fuel vendors must include vendors offering gasoline, diesel fuel, marine fuels and alternative fuels including, ethanol, bio-diesel and propane geographically throughout Idaho.

Upon successful implementation, the charge card services may become available, at the option of the Division of Purchasing, to all State agencies, as defined in Idaho Code §67-2327.

1.4 **Contract Term**

The initial contract term is for three years, commencing no later than October 1, 2007, through September 31, 2010, with three (3) additional one (1) year renewal options upon mutual agreement. Transition will begin approximately August 1, 2007.

1.5 **Schedule of Events**

This request for proposals will use the following estimated timeline.

June 12, 2007	Deadline for written questions
July 3, 2007 Proposals	Due
Aug. 1 – September 31, 2007	Transition Period (date to be finalized based on proposed transition schedule)

2. <u>Proposal Submission Requirements</u>

2.1 **Format for Proposals**

Each proposal must be in the format outlined in this section. Proposals must be submitted in <u>two separate</u> documents or files, the business proposal and the price proposal.

Each section of the proposal will be clearly identified with appropriate headings. Failure to follow these instructions may cause disqualification. The proposal should be designed to develop an understanding of the proposer's competency and expertise in meeting the requirements of this request. Proposals should be prepared simply and economically, providing a straightforward, concise description of the capabilities of the vendor. Emphasis should be on completeness and clarity of content.

The proposer must ensure that adequate and accurate responses are provided. It is the responsibility of the proposing vendor to provide complete answers to each requirement even if that results in redundant, duplicated material within the proposal. The evaluators are not required to search for the answers in other sections of the proposal.

Response to Work Described. Each portion of the work described in this RFP has an evaluation code assigned as follows:

(M) Mandatory Specification – failure to comply with any mandatory specification will render the proposal non-responsive and no further evaluation will occur. Proposer is required to respond to this specification with a statement outlining their understanding and how they will comply.

(E) Evaluated Specification – a response is desired. If not available, respond with "Not Available" or other response that identifies Proposer's ability or inability to supply the item or service. Failure to respond will result in zero points awarded for this item.

(ME) Mandatory and Evaluated Specification – failure to comply will render the proposal non-responsive and no further evaluation will occur. Proposer is required to respond to this specification with a statement outlining its understanding and how it will comply. Points will be awarded based on predetermined criteria.

2.2 **Business Proposal (M)**

In order to be deemed responsive to this RFP, the proposals must be divided into the following sections:

2.2.1 **Private Site Implementation (M)**. This section shall include a detailed yet concise strategy detailing how the private site implementation will be carried out. Included in this plan should be the proposed interaction with ITD personnel, examples of the services to be provided, data archiving and standard and ad hoc reporting methods and capabilities. Also, include methods describing quality improvement programs proposed to enhance your service in the future. Proprietary information requests should be identified in this section. See Section 4 Implementation of State Owned Facilities.

2.2.2 **Organization, Experience, and Expertise. (ME)** This section shall include an organizational chart indicating the names of all persons to be assigned to the contract, their areas of expertise and the percent of time they will be assigned to the contract. The proposer shall address the following:

Expertise. The proposal should emphasize expertise with this type of program. Any partnerships or subcontractors should be described. Additional information to be included should be a list of retail sites within the State of Idaho and surrounding states and provinces.

Experience. Provide descriptions and evaluations of past projects relating to the current proposed project. The vendor determined to have the most relevant experience on this type of project shall receive the highest score. A detailed description of the references from similar work shall be included in this section. In addition, the proposer shall follow the instructions in Appendix A to obtain three (3) references from previous projects of similar scope.

2.2.3 **Work Plan (ME).** This section shall include a detailed yet concise strategy explaining how the Scope of Work will be carried out. Included in this plan should be the proposed interaction with State of Idaho personnel, examples of the services to be provided, data archiving, reporting capabilities. Also, include methods describing quality improvement programs proposed to enhance program service in the future.

2.2.4 **Service (ME).** This section shall include a detailed description of services available to the State. Examples of standard and ad hoc reports, account structure and maintenance capability, and billing process shall be included as described in sections 3.3 through 3.7 of this RFP.

2.3 **Price Proposal (ME)**

Use the format in Appendix B for the price proposal. The price proposal shall include separate costs for the following:

2.3.1 **Program** Pricing will be broken out by specific charge based on proposed unit of measure. Reference Appendix B.

2.3.2 **Private Site Integration** Pricing will be broken out on a "per each" basis giving one price for the integration project as a whole, per site.

2.3.3 ***Early Payment Discounts.*** *Include discounts offered if agencies pay early.*

2.3.4 ***Discount*** *Pricing will be broken out by specific dollar amount or percentage of total billing per month.* ***Rebate*** *Pricing will be broken out by percentage for gallons purchased or dollars spent on a per month basis.*

2.3.5 Pricing for enhanced services will not be entered or scored for the overall vendor submitted price evaluation, but is encouraged.

2.4 **Proposal Submission Information**

One (1) signed original and four (4) copies of the proposal, all sealed and clearly marked with the bidder's name, address and the RFP number shall be delivered to:

Division of Purchasing
5569 Kendall St.
Boise, ID 83707

NOTE: All manual bid submissions must include: One (1) copy of the bidder offer in electronic form (CD/DVD), either in Word or Excel. Format must be the same as the manually submitted bid. Electronic version must NOT be password protected or locked in any way.

2.5 **Proposal Due Date**

Proposals must be received and date-stamped at the Division of Purchasing **no later than 5:00 p.m. on July 3rd, 2007 (Local Mountain Time).** No proposal arriving after 5 p.m. on the due date will be accepted. Bidders submitting proposals by mail are responsible for allowing adequate time for delivery. Post marks are not sufficient.

2.6 **Proposal Questions**

Clearly identify RFP number and title when submitting questions. Questions can be submitted in writing to:
Anthony Opalka
5569 Kendall St.
Boise, ID 83707 , or
via email to: Anthony.opalka@adm.idaho.gov , or
Fax: 208-327-7320

The deadline for written questions is June 12th, 2007

3 Proposal Content

Vendors must respond to each question below, in a question-and-answer format in the order listed. Incomplete response to any of the following items may render the entire proposal non-responsive.

3.1 **Company and Program (ME)**

3.1.1 Provide a brief overview of your company including:

3.1.1.1 The year it was established.

3.1.1.2 The number of fleet customer accounts and active fuel cards.

3.1.1.3 An organizational chart indicating the names of all persons to be assigned to the contract, their areas of expertise and the percent of time they will be assigned to the contract.

3.1.2 Does your company provide other fleet or fuel-related services in addition to fuel card services? If yes, please explain.

3.1.3 Are cards used of standard grade plastic and standard magnetic stripe technology, capable of interfacing with standard card reader systems?

3.1.4 Describe your fuel card program in detail including these minimum requirements:

3.1.4.1 Describe the minimum information required to add a driver and also provide a list of all driver information that may be entered.

3.1.4.2 Describe the minimum information required to add a card and also provide a list of all card information that may be entered.

3.1.4.3 Describe the character space provided and the data that may be imprinted on cards.

3.1.4.4 Describe your ability to provide inactive cards for immediate online activation by fleet manager at a later date.

3.1.4.5 Describe your ability to provide various card stocks for different accounts to include any minimum quantities and is there an associated cost.

3.1.4.6 Describe your capabilities to provide multiple cards for a specified vehicle or one card per vehicle.

3.1.4.7 Describe your capability to provide cards which are not vehicle specific, for miscellaneous use and off-road equipment fuel purchases.

3.1.4.8 Describe your capabilities of providing non- descriptive cards assigned for covert operations.

3.1.4.9 Describe your capabilities to assign driver personal identification numbers (PIN) to card users, including number length, derivation (algorithm, randomly generated or agency selected), ability to use one PIN with multiple cards and ability to prevent issue of duplicate numbers within an account.

3.1.4.10 Describe your capabilities to provide services where the purchase of fuel for non vehicle use may be captured without recording an odometer reading. We wish to capture odometer readings for all vehicle transactions but need the capability to purchase fuel for non vehicle use without recording an odometer reading.

3.1.4.11 What is the maximum term of your fuel cards? Can cards be issued to cover the three-year term of the initial contract? If we exercise our option to renew after the initial three years, will new cards need to be issued, or can the expiration dates of the original cards be extended?

3.1.5 We may, in emergency situations, wish to purchase repair services through use of the charge card. State how your program allows this including capability to limit repair services.

3.1.6 Transition Plan to offeror's fleet card system.

3.1.6.1 Describe the process of transition and projected dates for phase-in/completion. Provide a detailed implementation plan in accordance with the requirements listed.

3.1.6.2 Discuss the means of issuing approximately 8,000 cards, assignment of PIN's, distribution etc.

3.1.6.3 Provide samples of required customer, vehicle or equipment, and PIN assignment forms/applications.

3.1.6.4 List and describe training program proposed for initial transition including location, frequency and on-going as-needed training for upgrades and updates.

3.2 **Acceptance (ME)**

3.2.1 Provide a list of accepting fuel suppliers with the following information:

a) Vendor names and locations of sites available in the State of Idaho.

b) Provide a summary (totals) of locations in states outside of Idaho.

c) Provide a list of accepting locations in Canada.

d) Vendors that are currently installed with electronic systems.

e) The products and services available at each site.

f) The hours of operation, with an indication of the 24 hour a day seven days a week sites.

3.2.2 Explain your company's ability, the process and time period involved to add vendors either at the State's or a vendor's request. What are the associated costs to the vendor?

3.2.3 Is your card accepted for mobile refueling and/or card-lock locations?

3.2.4 Do you provide customers with web based and/or hard copy site directories? What formats are available for web based site directories? How often are they updated and how are update notifications delivered? Do you provide the ability to perform an online site search?

3.2.5 Describe the mapping and routing tools you offer to help drivers find the best fuel prices.

3.3 **Customer Service/Account Maintenance(ME)**

3.3.1 Is account maintenance available online in a web-based format? Does it enable fleet managers to make changes to fleet data in real time, with changes effective immediately? What data can be changed online?

3.3.2 Describe the process, time period involved and required information to establish new accounts.

3.3.3 Describe your ability to distinguish separate divisions for a single account.

3.3.4 Describe your ability to provide toll-free access to a customer service department that is staffed 24-hours a day, 7-days a week to answer questions, resolve problems, etc.? Does your program provide a representative of the company that will be responsible for providing assistance to the state for all electronic data transfer?

3.3.5 Describe your transaction dispute process.

3.3.6 Describe the additional account management services offered by your company.

3.3.7 Do you provide regularly scheduled business reviews to identify usage and volume levels, trends, issues and educational/ communication opportunities? How frequently are business reviews scheduled? How would you use this information for cost reduction and other benefit to the State?

3.3.8 State whether any of your program services are outsourced to another company. If yes, what are those services? What is the company name and where are they located? If the outsource company fails, will those services revert to your company? How will that be accomplished?

3.4 **Purchase Controls (ME)**

3.4.1 Describe, in detail, how your program helps fleet managers monitor and control purchases.

3.4.2 Describe the system of controls and limits as dictated by card including, but not limited to, the following:

a. Gallons or dollars per transaction/day/month or number of transactions.
b. Geographic restrictions.
c. Fuel-type restrictions.
d. Dollar and/or product code limits for non-fuel merchandise, service and maintenance.
e. Explain the resulting process if controls are exceeded (decline, notification, etc.).
f. Explain the means of immediate modification or override of controls.
g. Describe system flexibility in structuring of customer accounts/controls.

3.4.3 Can you alert fleet managers when a purchase has occurred that is outside of agency fleet fueling policy? How are they notified of such purchases?

3.4.4 Can you track authorization failure including failure reason? Is an authorization log available to fleet managers online in real time?

3.5 **Data Capture/Reporting/Billing(ME)**

3.5.1 What percentage of transactions does your program capture electronically (Level 3 Data)? List the data elements that are provided for each electronic fuel transaction. Are the same data elements provided for electronic non-fuel transactions? If not, list the data elements provided for each electronic non-fuel transaction.

3.5.2 Describe your ability to preserve data integrity including the process to identify and correct missing or invalid data elements for electronic transaction data.

3.5.3 How long is data stored and available for on-line use?

3.5.4 Does your system post transactions on the same date that they occur?

3.5.5 Describe your paper, electronic and online standard reporting options.

3.5.5.1 Can a master copy of monthly reports be provided to the State Contact Administrator and an Agency copy to each account?

3.5.5.2 Do monthly reports include individual transactions with date and time, place, cost-per-gallon, type of fuel or services, driver or equipment ID, odometer, hours and other information by vehicle/equipment and summarized by account?

3.5.5.3 For accounts with multiple divisions, do monthly reports include individual transactions with date and time, place, cost-per-gallon, driver, odometer and other information by vehicle for each division and summarized by account? Can division reports and account summary be sent to different locations?

3.5.6 Describe your ability to provide online ad-hoc reporting. In what data format would these reports be available?

3.5.7 Is it possible to cancel the delivery of some or all paper reports?

3.5.8 Describe your paper, electronic and online billing options. Do you offer electronic bill presentation? How long after the close of the billing cycle?

3.5.9 What is your billing cycle? Can monthly cutoff at midnight on the last day of the month be established and maintained? If not, what is your proposed billing cycle?

3.5.10 Do you provide billing, reporting and electronic data net of federal gasoline and diesel taxes for tax-exempt fleets? Is this information provided at the transaction level?

3.5.11 Do you provide billing, reporting and electronic data net of applicable discounts offered by participating vendors? Is this information provided at the transaction level?

3.6 **Lost or Stolen Cards(ME)**

3.6.1 Describe your card cancellation process, including the length of time before cancellation takes effect.

3.6.2 Describe your replacement card procedure, including how replacement cards are ordered, if and how multiple delivery points are allowed, and the standard timeframe for delivery of replacement cards and associated costs.

3.6.3 What is a fleet's liability on lost or stolen cards?

3.6.4 Describe any efforts your company makes to prevent fraudulent use of the card.

3.6.5 Do you provide protective sleeves and/or user guides for each card issued?

3.7 **Pricing/Terms/Rebate**

The following information pertains to Appendix B. Use the following information to complete Appendix B and provide any additional supporting information for pricing listed in Appendix B. Do not include pricing within the Business Proposal, only on Appendix B.

3.7.1 *The term of the original contract will be 3 years, with the opportunity for three 1 year renewals, at the State's option. State your pricing methodology and all fees associated with our use of your fuel card program based on this 3 to 6 year contract term.*

3.7.2 *Integration of State owned facilities.*

3.7.3 *State your payment terms and whether you offer discounts to fleets that pay early. If you offer discounts, please describe discount procedure.*

3.7.4 *(1-3) State your rebates offered, i.e. gallons purchased, dollars spent etc. Please describe rebate details.*

3.7.5 *Attach any enhanced services or discounts not otherwise specified.*

4 Integration Of State Owned Facilities (M)

The primary vendor will provide a means to incorporate the State of Idaho privately owned fueling facilities into a single card, single source solution with consolidated authorization and reporting and separate billing capabilities. The State will have the option to use this card as a proprietary or retail/proprietary card. This allows drivers to use both retail and private facilities or private facility only with no discernible difference in the way the card is used. It also allows the State to view the total picture of their fuel usage and other vehicle expenses regardless of the product source. Reply with detail including the following:

4.1 Firmware/Network

4.1.1 Do you currently have fully developed software/firmware (beta testing is not acceptable) for PetroVend System 2 and National Business Control System (NBCS) cardreader equipment capable of interfacing with the card's authorization network?

4.1.2 Is data transfer of firmware "store and forward" technology?

4.1.3 Describe the firmware data recovery process in the event of card reader or telephone line downtime.

4.1.4 Is posted data available on-line in real time?

4.1.5 Can firmware limit transaction authorization to State of Idaho cards only?

4.1.6 List alternative fuel product codes supported by authorization network.

4.2 Data/Billing

4.2.1 Explain how transactions from State owned fueling sites would be processed and billed.

4.2.2 Can you bill other agencies directly for fuel purchased at an ITD owned site? Any costs associated with direct billing must be included in pricing on Appendix B.

4.2.3 What is the process to credit ITD for the dollar amount of the fuel purchased by another agency at an ITD site? What is the turn around time for these credits?

4.2.4 Is data available in ASCII flat file format for download from a secure FTP site?

4.2.4.1 Is data available for import weekly by the State? We wish to import data on Monday for all transactions having a transaction date/time between 12:01 AM Monday and Midnight Sunday of the prior week.

4.2.4.2 What is the time required, following midnight Sunday, to post a weekly file for import?

4.2.4.3 Describe your ability to preserve data integrity including the process to identify and correct duplicate transactions and/ or price per gallon data errors for electronic transaction data.

4.2.4.4 Describe your ability to notify the State if file format changes, including lead time.

4.2.4.5 Describe your ability to maintain price per gallon information within your system.

4.2.4.6 Provide a sample of data format.

4.3 Implementation Plan

4.3.1 Describe how your company will implement the private site services requested within section 4. Provide a detailed implementation plan including timeframes. Also list proposed workforce skill levels and qualifications.

4.4 Cost

4.4.1 The State should not be forced to pay fees if the oil companies are being charged a processing fee. For transactions at State owned facilities where no oil company is involved, the charge per transaction to the State should be minimal or none. If a processing or transaction fee is proposed, explain the elements of that fee in detail.

5 References

Vendor is to provide references that can verify your firm is capable of meeting the requirements of this contract. Please provide three references of similar size and scope to this request as directed in Appendix A. Two of the reference responses should be from government entities.

6 Finalist Presentation

After the initial evaluation, the top-scoring bidders may be asked to make an oral presentation to the selection committee. If required, oral presentations will likely be scheduled approximately two (2) weeks following the proposal submission deadline.

7 Proposal Evaluation

An evaluation committee consisting of personnel from various agencies within the State of Idaho will review and evaluate qualifying proposals submitted in response to this RFP. All proposals received will be reviewed by the evaluation committee to ensure that the vendors have met all proposal content requirements of the RFP package. Failure to meet these requirements will be cause for rejection of proposal.

The private site integration proposal (section 4) shall be evaluated first as "pass" or "fail," based on the mandatory submission requirements. Only those proposals rated as "pass" for the private site integration plan will later be scored based on the evaluation criteria outlined in the RFP. Proposals rated as "fail" for the private site integration plan will be considered non responsive to the RFP and will not be evaluated.

Evaluation Criteria: Vendor responses to each of the items in Section 3, Proposal Content, are mandatory and will be evaluated. Points will be assigned to vendor responses, based upon the following schedule:

Area of Consideration	**Maximum Points**
Program and Acceptance (Sections 3.1 and 3.2)	250
Service (Sections 3.3 through 3.6)	250
References (Section 5)	200
Cost Proposal (Appendix B, Section 3.7)	300

8 Method Of Award

Proposal ranking will be determined using a point award method. The bidder having the highest point score is the apparent successful bidder. Award will be made to the most responsible and responsive bidder having the highest evaluated score.

9 Award Notification

All bidders will be notified of the award decision in writing when the decision has been made.

10 Form of Contract

The successful bidder in response to this RFP will be issued, in writing, a Contract Purchase Order by the State of Idaho, Division of Purchasing.

APPENDIX A
REFERENCE SHEET

Fleet Card Service

1 PROPOSER: _____DATE: **_____**

REFERENCE: _____ PHONE: _____

CONTACT NAME: _____ TITLE: _____

I. INSTRUCTIONS

1.1.1 A. Proposer

1. Print your company name on the "PROPOSER" line.
2. Print the name of your reference on "Reference" line.
3. Send this form to your reference. Three references are required. To ensure receipt of an adequate number of reference responses, send a Reference Sheet to more than three vendors.
4. It will be your responsibility to follow up with your references to ensure timely receipt of all questionnaires.

B. Reference

1. Print the responding individual's name, title, phone # and date on the appropriate lines.
2. Type your response in the following manner. Use this form or using a separate sheet of paper, restate each question followed by your answer.
3. Mail or fax your completed questionnaire to:
   State of Idaho, Division of Purchasing
   5569 Kendall St.
   Boise, ID 83720
   Attn: Anthony Opalka
   Fax: 208-327-7320
4. *This completed questionnaire **MUST** be received **prior to bid opening***
5. **DO NOT** return this questionnaire to the Proposer.

II. QUESTIONS

A. What was the nature of the services provide by this vendor?

B. How long was this service performed?

C. What would you do differently the next time you undertake a similar contract?

D. Explain why you would or would not do business with this vendor again.

Please answer the following ten (10) questions using the scale provided:

1. Would you rate the quality of the vendor's service as:

   Excellent _____ Good _____ Fair _____ Poor _____
   Points (5) (4) (2) (0)

2. How would you rate the response time of this vendor?

   Excellent _____ Good _____ Fair _____ Poor _____
   Points (5) (4) (2) (0)

3. Was the planned implementation schedule consistently met?

   Always _____ Usually _____ Sometimes _____ Never _____
   Points (5) (4) (2) (0)

4. Were the usage reports and other requested information provided on time as planned?

   Always _____ Usually _____ Sometimes _____ Never _____
   Points (5) (4) (2) (0)

5. Was the vendor or assigned staff knowledgeable and able to accomplish their duties as contracted?

   Always _____ Usually _____ Sometimes _____ Never _____
   Points (5) (4) (2) (0)

6. Were there any issues with this company's billing or invoicing procedures?

   Never _____ Sometimes _____ Usually _____Always _____
   Points (5) (4) (2) (0)

7. Did you experience any problems with the services provided:

   Yes _____ No ____
   Points (0) (5) If Yes, please describe:

8. Rate how quickly and thoroughly the vendor resolves a problem with their service:

   Excellent _____ Good _____ Fair _____ Poor _____
   Points (5) (4) (2) (0)

9. Have the problems you have experienced been dealt with to your satisfaction?

   Always _____ Usually _____ Sometimes _____ Never _____
   Points (5) (4) (2) (0)

10. Was this vendor flexible in meeting your requirements?

    Yes _____ No ____
    Points (5) (0)

    If no, please describe? _____

APPENDIX B
PRICE PROPOSAL FORMAT

Proposer Name: _____

All costs submitted shall be fully burdened to include, but not limited to salaries, overhead, direct and indirect costs, insurance, bonding, travel, materials and supplies. No other costs will be reimbursed under the contract issued. Estimated Quantities listed in the specifications will be used for purposes of evaluation and are no guarantee to actual amounts. OPIS 'adders' are not acceptable. Only the following prescribed areas will be evaluated base on estimated annual quantities and amounts listed in the specifications.

Item	Description	Unit of Measure (Month, %, Each, etc.)	Price or Value
3.7.1 State your pricing and all fees associated with the use of your fuel card program.	Service Charge		
	Card Charge		
	Card Shipping Fee		
	Billing Fee		
	Initial Training		
	Update/on-going Training		
	Per Transaction Fee		
3.7.2 State your pricing for integration of State owned fueling facilities as outlined in RFP section 4.		**Price Per Site**	
3.7.3 State your early payment discount.		**Price or % Per Unit**	
3.7.4.1 State your rebate for gallons purchased.		**Price or % Per Unit**	
3.7.4.2 State your rebate for dollars spent.		**Price or % Per Unit**	
3.7.4.3 Transaction Discounts or Other rebates and discounts.		**Price or % Per Unit**	
3.7.5 Enhanced services or discounts not otherwise classified		**Price or % Per Unit**	